

## DEPARTMENT of BUSINESS AND OFFICE ADMINISTRATION

### COURSE OUTLINE – Fall 2024

#### OA1215 (A2): Office Procedures – 3 (3-0-2) 75 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

**INSTRUCTOR:** Janelle MacRae      **PHONE:** 780-539-2215  
**OFFICE:** C305      **E-MAIL:** [jmacrae@nwpolytech.ca](mailto:jmacrae@nwpolytech.ca)  
**OFFICE HOURS:** Tuesdays and Thursdays 10:00 AM to 11:20 AM or by  
appointment

#### CALENDAR DESCRIPTION:

This modularized course covers the essential fundamentals of working in a professional office. Students will be introduced to the competencies and procedures required in a business environment. Upon completion, students should be able to display skills and decision-making abilities essential for functioning in the total office context.

#### PREREQUISITE(S)/COREQUISITE:

None



## REQUIRED TEXT/RESOURCE MATERIALS:

1. Oliverio M.E, Pasewark W.R, White B.R, and. Stulz K.M. 2019. *The Office: Procedures and Technology*, 7th Edition. Cengage Learning. Boston, Massachusetts.
2. *Beginning Human Relations* 1st Edition. This book is an OER (Open Educational Resource) and is provided free of charge within your learning management system.

## DELIVERY MODE(S):

In-person. A variety of teaching methods will be used. These will include lectures, videos, discussions, guest speakers, case studies, and group work.

## LEARNING OUTCOMES:

This modularized course will teach and allow you to practice and master the essential fundamentals of working in a professional office. This course will teach you:

1. human relations and organizational behavior skills
2. filing and records management skills, systems, and practices
3. work, time and resources management systems and practices using traditional procedures and office technology
4. organizational structure and office layout systems
5. telephone and front-line reception skills and best practices
6. reprographics equipment operation and effective reprographic systems
7. effective meetings and conference planning, management and follow-up skills and systems
8. electronic and traditional mail handling including Outlook
9. professional development as part of the office professional's duties
10. employment strategies and job success skills including resume and cover letter preparation, mock interviews and creation of a critical employability skills portfolio

## TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferalberta.alberta.ca>.

**\*\* Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

## EVALUATIONS:

Job Success Skills	5%
<ul style="list-style-type: none"> <li>• Regular attendance and punctuality</li> <li>• Timely completion of quality work</li> <li>• Ability to work both independently and collaboratively</li> <li>• Participation in class and within groups</li> </ul>	
Community Connection: Volunteerism	5%
Human Relations, Office Procedures, and Records Management	45%
Outlook	15%
Final Project	30%

## GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

## COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Reference & Readings
1	Welcome, Course Intro/Overview, Volunteerism Overview and Assignment, Start Human Relations	BHR Ch 1 What is Human Relations
2	Achieve Personal Success, Emotional Intelligence (EQ), Managing Stress	BHR Ch 2 and 3
3	Communicating Effectively, Ethics at Work, Understanding Motivations	BHR Ch 4 and specified pages of Ch 5 and 6
4	Work Effectively in Groups, Handling Conflict and Negotiation, Cultural Diversity and Managing Your Career	BHR Specified pages of Ch 7, 9, 10 and 13
5	The Office Environment and Office Competencies Time and Workstation Management	The Office Ch 1 and 2 The Office Ch 9
6	Meetings and Travel	The Office Ch 10
7	Information Management and Efficiency and Telephone Communication	The Office Ch 3 and 6
8	Records Management	The Office Ch 11
9	Processing Mail and Email	The Office Ch 12 and Outlook manual OER
10	Outlook	Outlook Manual OER
11	Fall Break	
12	Planning and Advancing Your Career and Ongoing Professional Development ; Start Final Project	The Office Ch 13 and 14
13	Employment Strategies – Resumes, Cover Letters, Interviews	
14-15	Employment Strategies – Portfolios and Final Project Group Work	

## STUDENT RESPONSIBILITIES:



Students must read, understand and comply with Northwestern Polytechnic academic policies.

\*\*Note: all Academic and Administrative policies are available at [NWP Policies | Northwestern Polytechnic \(nwpolytech.ca\)](#)

## TESTING AND EXAM POLICIES

All quizzes will be written as scheduled. No rewrites will be given. If there is an excusable absence, an exemption will be given for that quiz. If the absence is not excusable, a grade of 0% will be given.

There is no final exam in this course.

DUE DATES: Work must be submitted to MyClass and/or the instructor by the due date and time given. No lates will be accepted.

## EMAIL CORRESPONDENCE:

\*All email correspondence must be sent from your Northwestern Polytechnic student email account and must be professionally formatted (i.e., subject line filled in, proper greeting, spelling, and grammar check, etc.). Emails that do not follow the above requirements will not be responded to.

## STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

\*\*Note: all Academic and Administrative policies are available on the same page.