

DEPARTMENT of BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – Winter 2026

OA1215 (EC): 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:	Cara Leaf	PHONE:	780-539-2879
OFFICE:	C411	E-MAIL:	Cleaf@nwpolytech.ca
OFFICE HOURS:	Anytime 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. Cirrus 2.0 for Microsoft Outlook 365/2024

DELIVERY MODE(S):

Online – This type of course will be offered online. There are no set class times and students attend remotely and asynchronously. This is a paced online course meaning there are weekly requirements that must be met.

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:

Community Connection: Volunteerism	5%
Human Relations, Office Procedures, and Records Management	45%
Outlook	20%
Final Project	30%

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
	Fall Break	

8	Information Management and Efficiency and Telephone Communication	The Office Ch 3 and 6
9	Records Management	The Office Ch 11
10	Processing Mail and Email	The Office Ch 12
11	Outlook	Outlook Ch 1 & 2 in Cirrus
12	Outlook	Outlook Ch 3 & 4 in Cirrus
13	Planning and Advancing Your Career and Ongoing Professional Development Employment Strategies – Resumes, Cover Letters, Interviews	The Office Ch 13 and 14
14-15	Employment Strategies –Group Work Completed Portfolio	Final Project Due during Exam Week (day/time TBA set by the Department)

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 \(nwpolytech.ca\)](https://www.nwpolytech.ca/NWP-Policies)

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 a final project in this course which will be due during the final exam week on the day/time set by the Registrar.

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 <https://www.nwpolytech.ca/about/polytechnic-leadership/policies-directory>

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