



Grande Prairie Regional College
School of Health, Wellness & Career Studies
Department of Business & Office Administration

COURSE OUTLINE – WINTER 2017

OA 1210 ADMINISTRATIVE OFFICE PROCEDURES I A3 - 3 (3-0-0) 45 HOURS

INSTRUCTOR: Cara Leaf

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OFFICE: C411

E-MAIL: cleaf@gprc.ab.ca

M/W/ 10:00-11:30 Or

OFFICE HOURS: Anytime By Appointment

PREREQUISITE(S)/COREQUISITE:

None

REQUIRED TEXT/RESOURCE MATERIALS:

Administrative Procedures for the Canadian Office – Kilgour et al. 9th Edition. Prentice Hall

Quick Filing Practice 5th edition. Stewart & Trent., McGraw Hill

CALENDAR DESCRIPTION:

This modularized course covers the fundamentals of working in a professional office. Topics to be covered include: filing fundamentals, human relations, management of work, time and resources using traditional procedures, organizational structure and office layout, telephone and front line reception, machine transcription, and handling traditional mail.

CREDIT/CONTACT HOURS:

3 credit/ 45 Contact Hours

DELIVERY MODE(S): Lecture/lab

COURSE OUTCOMES:

The student will be able to:

1. Identify desirable personal traits, work habits, and acceptable office skills.
2. Identify and apply human relations concepts.
3. Recognize optimal office layout
4. Understand the use of acceptable procedures for telephone related duties, banking and record keeping duties, transcription and reprographic related duties.
5. Transcript business letters and memos.
6. Prepare travel arrangements for office professionals
7. Understand and use appropriate time management techniques.
8. Complete assignments by applying technical and human relations skills to acceptable office standards.
9. Apply thinking skills to help understand problems and decision making.

COURSE OBJECTIVES:

1. To develop the skills to perform a wide variety of office procedures in various settings by upgrading levels of thinking from knowledge to comprehension and finally, to application
 - a. Recognize positive and negative behaviors associated with office politics
 - b. Practice positive behaviors set out in the professionalism rubric
 - c. Implement productive team behaviors and how to cope with non-productive member of an office team
 - d. Describe what ethical behavior means in an office situation and ways for dealing ethically with various situations. Create and then apply personal code of ethics
 - e. Define open office layout
 - f. Explain and identify the administrative assistant's role on using computers in the office.
 - g. Process information via technology
 - h. Communicate effectively-both orally and in writing
 - i. Master filing rules
 - j. Manage records
 - k. Assist in the preparation of meetings
 - l. Create itineraries and make travel reservations
 - m. Organize and prepare all travel documents
 - n. Create a cover letter and resume
 - o. Complete a job search and begin to prepare an employment portfolio
 - p. Understand the skills needed to advance on the job (employability skills & professionalism)

TRANSFERABILITY:

**** 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

GRADING CRITERIA:

Quizzes & Tests	25%
Chapter Assignments	30%
Filing Module	25%
Volunteer Work	10%
Job Success Skills	10%
▪ See Professionalism Rubric	

Course Policies:

Daily attendance is essential! Students are responsible for completing assignments outside of class time when necessary. If you are ill, please have a classmate inform you of the work covered that day. Assignments, quizzes or tests missed will be recorded as zero. More than 3 missed classes may result in a recommendation of “Debarred from Exam.” (See College Calendar)

Assignments and tests missed will be recorded as zero. Assignments are due on the dates set by the instructor. No late assignments or rewrites of exams are allowed

STUDENT RESPONSIBILITIES:

To read, understand and comply with GPRC academic policies.

**Note: all Academic and Administrative policies are available at

<https://www.gprc.ab.ca/about/administration/policies/>

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at

https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf

EVALUATIONS:

GRANDE PRAIRIE REGIONAL COLLEGE			
GRADING CONVERSION CHART			
Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A⁺	4.0	90 – 100	EXCELLENT
A	4.0	85 – 89	
A⁻	3.7	80 – 84	FIRST CLASS STANDING
B⁺	3.3	77 – 79	
B	3.0	73 – 76	GOOD
B⁻	2.7	70 – 72	
C⁺	2.3	67 – 69	SATISFACTORY
C	2.0	63 – 66	
C⁻	1.7	60 – 62	
D⁺	1.3	55 – 59	MINIMAL PASS
D	1.0	50 – 54	
F	0.0	0 – 49	FAIL
WF	0.0	0	FAIL, withdrawal after the deadline

COURSE SCHEDULE/TENTATIVE TIMELINE:

<u>Week</u>	<u>Topic</u>	<u>Chapters</u>
1 Jan 12-15	Human Relations	Kilgour Ch: 1
2 Jan 19-21	Office Layout & Technology	Kilgour Ch: 5
3 Jan 26-28	Office Technology	Kilgour Ch: 6
4 Feb 2-4	Telecommunications	Kilgour Ch: 11
5 Feb 9-11	Travel Arrangements	Kilgour Ch: 12
Feb 16 & 18	READING WEEK	
7 Feb 23-25	Meetings and Conferences	Kilgour Ch: 13
8 March 2-3	Volunteering/Community Service	No Extra reading
9 March 8-10	Employment Strategies	Kilgour Ch: 16
10 March 15- 17	Introduction to Filing	Quick Filing 1-5
11 March 22 - 24	Filing	Quick Filing 6-13
12 March 29- 31	Filing	Quick Filing 17-19
13 April 5-7	Filing	Quick Filing 20-22
14 April 12-14	Filing	Quick Filing 25-28
15	Filing Exam	