

GRANDE PRAIRIE REGIONAL COLLEGE  
OFFICE ADMINISTRATION  
COURSE OUTLINE

SEP

1996

OA 1210 OFFICE PROCEDURES 1

TEXT: Administrative Procedures for the Canadian Office (Kilgour/Jennings)  
Filing Quick Practice (Stewart)  
Working at Human Relations (Fruehling/Oldham)

PREREQUISITE: None. (Concurrent registration in a keyboarding course)

INSTRUCTOR: Diane Kinderwater Room C302, Phone 539-2783 (leave message)

COURSE DESCRIPTION:

Reviews the processing of information in a business office. Provides preparation for work in today's offices by introducing office systems, business communication systems, information processing technology and procedures. Prepares students to become more sensitive and self-confident in order to enhance chances of a successful career through human relations. Discusses and implements career planning strategies, resume construction and interview techniques.

COURSE OBJECTIVES:

The demands upon administrative support staff are being redefined in the face of new technology. The object of this course is to prepare those entering the business office for the increasing changes and sophistication of modern office technology and to achieve a balance between technical competency and human relation skills.

The student shall be able to:

1. Identify desirable personal traits, work habits and acceptable office skills
2. Identify and apply human relations concepts
3. Understand and use acceptable procedures for reception, travel, meetings and telephone-related duties
4. Understand and apply correct business filing procedures
5. Understand and use appropriate time management techniques
6. Complete assignments by applying technical and human relations skills to acceptable office standards
7. Develop a resume and letter of application and participate in an interview process

GRADING:	FILING	20%
	HUMAN RELATIONS	30%
	OFFICE PROCEDURES	30%
	JOB SEARCH	20%

Attendance at all scheduled classes is mandatory. All assignments must be handed in on the dates specified. Late assignments will not be accepted. Exams must be completed on the specified date except in unusual circumstances, which must be arranged with your instructor.

## ELECTRONIC SYSTEMS DESIGN

Using Advanced DOS/Windows commands, two projects are completed. Students are required to classify electronically stored documents, design a hierarchy on their hard drive based on this subject material, then copy selected files into the relevant directories.

## PARADOX

Database management using features of Paradox. Components of this module include: database types, designing a database, field types, structural design and modification, data entry, editing, table output, queries, sorts, searches, browsing, custom reports, forms and labels, and database graphing.

## RECORDS MANAGEMENT

Basic manual filing review, types of filing, ARMA simplified rules, RM careers and professional training, RM associations, life cycle of a record, records centres, copyright, software piracy, ethical issues, records as evidence, image technology, storage equipment and supplies, records retention and retrieval, recycling, active and inactive records, disaster recovery, vital records and security systems are included.