



**CREDIT/CONTACT HOURS:**

3 credit/ 45 Contact Hours

**DELIVERY MODE(S):**

Lecture/ Lab

**OBJECTIVES:**

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. Understand the use of acceptable procedures for telephone related duties, transcription and reprographic related duties.
4. Transcribe business letters and memos.
5. Understand and use appropriate time management techniques.
6. Complete assignments by applying technical and human relations skills to acceptable office standards.
7. Apply thinking skills to help understand problems and decision making.

**JOB SUCCESS SKILLS**

Job success skills are demonstrated through regular attendance and punctuality, timely completion of work, maintaining a high standard of work, an ability to work both independently and collaboratively, and being present and attentive while in class. Failure to demonstrate any of these skills will result in a loss of job success skills marks each occurrence.

Social networking and cell phone use during class time are not examples of successful job skills and will result in a loss of marks in this area each occurrence.

**LATE ASSIGNMENTS**

Labs/cases, and assignments will not be accepted late unless prior arrangement has been made with your instructor. It is your responsibility as a student to keep track of deadlines and hand projects in on time. If a deadline cannot be made for whatever reason, **arrangements must be made before the original deadline** and a new deadline will be arranged for this exception only.

\*\*Each assignment must be completed and submitted in order to pass the course. Any missed assignments must be made up before the end of the course.\*\*

**GRADING CRITERIA:**

Filing Quizzes	10%	Telecommunications	10%
Final Filing Quiz	15%	Minutes	15%
Transcription	15%	Job Success Skills	5%
Portfolio	30%		

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

**STATEMENT ON PLAGIARISM AND CHEATING:**

Refer to the Student Conduct section of the College Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at [www.gprc.ab.ca/about/administration/policies/\\*\\*](http://www.gprc.ab.ca/about/administration/policies/**)

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

**COURSE SCHEDULE/TENTATIVE TIMELINE:**

<b>Week</b>	<b>Activity</b>	<b>Assignment/Due Date</b>
Jan 5 – 6	Course Introduction and Course Outline	
9 – 13	Outlook	
16 – 20	Outlook	
23 – 27	Filing	Outlook Assignments Due at the start of class Jan. 24
30 – Feb 3	Filing	
Feb 6 – 10	Filing	
13 – 17	Filing	Final Filing Quiz on Feb. 16
20 – 24	Winter Break No Classes	
27 – Mar 2	Portfolio Prep/Telecommunications	
5 – 9	Telecommunications	
12 – 16	Telecommunications/Transcription	Telephone Assignment on Mar. 13
19 – 23	Transcription	
26 – 30	Transcription/Event Planning	Transcription Assignment due at the start of class Mar. 29
Apr 2 – 6	Event Planning	
9 – 13	Event Planning/Portfolio	Minutes Assignment on Apr. 10 Portfolio due on Apr. 13