

**GRANDE PRAIRIE REGIONAL COLLEGE
OFFICE ADMINISTRATION
COURSE OUTLINE**

OA 1210 OFFICE PROCEDURES

TEXTS:

- Administrative Procedures for the Canadian Office; Kilgour, Kilgour, Jennings, Burton and Shelton, 1997. 4th Edition, Canada: Prentice Hall Canada Career and Technology.
- Filing Quick Practice; Stewart, 1989. 3rd Edition, USA: Glenco McGraw-Hill.
- Working at Human Relations; Fruehling, and Oldham, 1991. 2nd Edition, USA: Paradigm Publishing International.

PREREQUISITE:

None: concurrent registration in a keyboarding course is required.

INSTRUCTORS:

Irene Nicolson	Room C411	539-2005
Evans Forsyth	Room C415	539-2009

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:

This course will be team taught by the instructors. Each part will take approximately six weeks and will be worth 50 percent of the course. The final grade will be a total of the two marks.

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 increasing changes and sophistication in modern office technology and to achieve a balance between technical 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 use appropriate time management techniques
5. Complete assignments by applying technical and human relations skills to acceptable office standards
6. Develop a resume and letter of application and participate in an interview.

GRADING:Irene Nicolson

Ch. 1	Human Relations (Workbook)	20%
Ch. 8	Front-line Reception	5%
Ch. 9	Telecommunications in Office	10%
Ch. 10	Making Travel Arrangements	5%
Ch. 11	Meetings and Conferences	10%
		<u>50%</u>

Ch. 4 Read Only
 Ch. 5 Read Only
 Ch. 13 Read Only

Evans Forsyth

Ch. 2	Management of Work, Time	10%
Ch. 3	Organization Structure	5%
Ch. 6	Incoming & Outgoing Mail	5%
Ch. 7	Information Management	20%
Ch. 15	The Job Campaign	10%
		<u>50%</u>

Ch. 12 Read Only
 Ch. 14 Read Only
 Ch. 16 Read Only

STUDENT REQUIREMENTS:

- Regular attendance is required.
- Learning is enhanced by participation in all instructional activities.
- Poor attendance, late arrivals or early departures decrease probability of success—and disrupt others' learning.
- If you are absent, you are still responsible for assignments being submitted on time. Telephone your study partner to find out what work was missed.

Study Partner's Name _____

Study Partner's Telephone _____

Assignments and tests missed will be recorded as zero. Make-up assignments and tests are at the discretion of the Instructor.