

OCT 22 1998

GRANDE PRAIRIE REGIONAL COLLEGE
OFFICE ADMINISTRATION
COURSE OUTLINE

OA 1210 OFFICE PROCEDURES

TEXTS:

- Kilgour, Lauralee, et al. Administrative Procedures for the Canadian Office. 4th Edition, Canada: Prentice Hall Canada Career and Technology, 1997.
- De Bono, Edward. Thinking Skills for Success. USA: Paradigm, 1990.
- Pansegrau, Morag. Business Filing Procedures, A Filing Simulation. Canada: Nelson Canada, 1990.
- Chapman, Elwood N. Life is an Attitude. Menlo Park, California: Crisp Publications, Inc., 1992.

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 planning.

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. Apply thinking skills to help understand problems and make decisions.

GRADING:Irene Nicolson

Ch. 1 Human Relations/ Chapman	20%
Ch. 8 Front-line Reception	5%
De Bono – Thinking Skills for Success	15%
Ch. 10 Making Travel Arrangements	5%
Ch. 11 Meetings and Conferences	5%
	<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. 9 Telecommunications	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.

Employability skills—see attached sheet.
Fall, 1998

COURSE OBJECTIVES: OA1210

Learning Outcome	Evidence for Employability Skill Portfolio	C=the Skill is Learned in Content P=the Skill is Practiced A=the Skill is Assessed	Assessment
Utilize active listening skills to accurately condense and record verbal information, instructions, and ideas	<ul style="list-style-type: none"> Copies of attitude assessment exercises 	C P A	<ul style="list-style-type: none"> Exercises and assessments
Define and solve problems, both independently and in teams, using a variety of creative problem-solving approaches.	<ul style="list-style-type: none"> Write-up a case study Self-assessment of an individual problem solving experience 	C P A	<ul style="list-style-type: none"> Case studies Group projects
Work collaboratively and cooperatively by applying a variety of team and communication strategies.	<ul style="list-style-type: none"> Copy of group project in portfolio 	C P A	<ul style="list-style-type: none"> Group project and portfolio
Share skills and knowledge with others in formal and informal learning situations.	<ul style="list-style-type: none"> Copies of discussion notes. 	C A	<ul style="list-style-type: none"> Discussion notes Group projects
Manage time effectively by setting goals, organizing, planning, prioritizing, and scheduling activities, routines, and projects.	<ul style="list-style-type: none"> Daytimer included in portfolio. 	C P A	<ul style="list-style-type: none"> Chapter tests.
Articulate the importance of one's role in furthering the goals of the organization.	<ul style="list-style-type: none"> Copies of study sheets and chapter tests. 	C P A	<ul style="list-style-type: none"> Chapter tests.
Project a professional image.	<ul style="list-style-type: none"> Self-assessment exercises 	C A P	<ul style="list-style-type: none"> Personal growth contracts