



Grande Prairie Regional College

Office Administration

COURSE OUTLINE – Fall 2013

OA 1210 - 45 Hours - Administrative Procedures 1

Tuesdays & Thursdays, 9:30am – 11:00 am

Edson – Room: 3

Hinton – Room: 9

Instructor Joelle Brown

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Office

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Hours Phone or by appointment

Prerequisite(s)/corequisite(s):

None

Required Text/Resource Materials:

Administrative Procedures for the Canadian Office – Kilgour et al. 9th Edition. Pearson
Quick Filing Practice 5th Edition. Stewart & Trent., McGraw Hill

Description:

This course covers the fundamentals of working in a professional office including: human relations, management of work, time and resources using traditional procedures, organizational structure and office layout, telephone and front-line reception, reprographics, machine transcription and handling mail.

Credit/Contact Hours: 3 credit/ 45 Contact Hours

Delivery Mode(s): Lecture/ Lab

OA 1210 Dates to note:

Sept 19 - Last day to withdraw without penalty

Oct 30 - Last day to withdraw with a grade of 'W'

Dec 10 - Last day of classes

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, banking and record keeping duties, transcription and reprographic related duties.
4. Transcript 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.

Transferability: N/A

Grading Criteria:

<i>Filing Module</i>	15%
<i>Chapter Quizzes</i>	20%
<i>Administrative Assignments</i>	40%
<i>Job Shadowing Assignment</i>	5%
<i>Practical “Minutes” Assignment</i>	5%
<i>Job Posting Assignment</i>	5%
<i>Personal Qualities Employee Assessment</i>	5%
<i>Workplace Interpersonal Skills – Peer Evaluation</i>	5%

Late assignments or missed quizzes will receive a grade of 0 unless prior arrangements have been made with the instructor. Grades will be assigned on the Letter Grading System.

**Office Administration Department
Grading Conversion Chart**

Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A⁺	4	90 – 100	EXCELLENT
A	4	85 – 89	
A⁻	3.7	80 – 84	FIRST CLASS STANDING
B⁺	3.3	76 – 79	
B	3	73 – 75	GOOD
B⁻	2.7	70 – 72	
C⁺	2.3	67 – 69	SATISFACTORY
C	2	64 – 66	
C⁻	1.7	60 – 63	
D⁺	1.3	55 – 59	MINIMAL PASS
D	1	50 – 54	
F	0	0 – 49	FAIL

**Department of Office Administration
Policy on Cell Phones and Social Media Applications**

Users of cell phones and other personal electronic devices must be attentive to the needs, sensibilities and rights of other members of the College community. The use of these devices must not disrupt the functions of the College overall and its classrooms and labs. Instructors have the right to have strict individual policies related to cell phones in order to provide and maintain a classroom environment that is conducive to learning and the respect of others.

Cell phones, PDA's and pagers must be turned off and placed out of sight in classrooms and computer labs during instructional time. Devices can only be turned on and set to silent mode with the expressed consent of individual instructors. Sending or receiving text messages or gaming on a cell phone during class is not acceptable. In addition, cell phones and other personal electronic devices must be turned off.

Statement on Plagiarism:

The instructor reserves the right to use electronic plagiarism detection services. Plagiarism is unacceptable and the penalty is severe. It can result in a forced withdrawal from the college and a permanent record on your transcript, or an automatic failing grade in the course. (See college calendar, p.48-49)

Tentative Course Timeline: Dates and Activity

Thurs, Sept 5	Introduction
Tues, Sept 10	Introduction, Meetings and Conferences
Thurs, Sept 12	Meetings and Conferences
Tues, Sept 17	The Working Environment: Human Relations
Thurs, Sept 19	Management Work, Time and Resources
Tues, Sept 24	Organizational Structure & Office Layout
Thurs, Sept 26	Continued
Tues, Oct 1	Continued
Thurs, Oct 3	Office Services: Office technology
Tues, Oct 8	Web Based Tools and Security
Thurs, Oct 10	Incoming and Outgoing Mail
Tues, Oct 15	Project Management
Thurs, Oct 17	Gregg Quick Filing Practice
Tues, Oct 22	Gregg Quick Filing Practice
Thurs, Oct 24	Gregg Quick Filing Practice
Tues, Oct 29	Information Management
Thurs, Oct 31	Front-line Reception
Tues, Nov 5	Travel Arrangements
Thurs, Nov 7	Business Communication
Tues, Nov 12	Office Commerce and Record Keeping
Thurs, Nov 14	Continued
Tues, Nov 19	Continued
Thurs, Nov 21	The Future of Administrative Assistants
Tues, Nov 26	Employment Strategies
Thurs, Nov 28	Professional Development
Tues, Dec 3	Continued
Thurs, Dec 5	Continued
Tues, Dec 10	Continued

