



DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – FALL 2016

OA 1210: Administrative Office Procedures I – 3 (0-0-3) 45 Hours for 15 Weeks

INSTRUCTOR: Janelle MacRae

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OFFICE HOURS: W/Th/F:

1:00 – 2:20 pm

*Or by Appointment

CALENDAR DESCRIPTION: This modularized course covers the fundamentals of working in a professional office. Topics to be covered include: filing fundamentals, human relations, management of work, time and resources using traditional procedures, organizational structure and office layout, telephone and front line reception, machine transcription, and handling traditional mail.

PREREQUISITE(S)/COREQUISITE: none

REQUIRED TEXT/RESOURCE MATERIALS:

Administrative Procedures for the Canadian Office – Kilgour et al. 9th Edition. Prentice Hall

Quick Filing Practice 5th edition. Stewart & Trent., McGraw Hill

DELIVERY MODE(S): Lecture/Lab

COURSE OBJECTIVES:

1. To develop the skills to perform a wide variety of office procedures in various settings by upgrading levels of thinking from knowledge to comprehension and finally, to application
 - a. Recognize positive and negative behaviors associated with office politics
 - b. Practice positive behaviors set out in the professionalism rubric
 - c. Implement productive team behaviors and how to cope with non-productive member of an office team
 - d. Describe what ethical behavior means in an office situation and ways for dealing ethically with various situations. Create and then apply personal code of ethics e. Define open office layout
 - f. Explain and identify the administrative assistant's role on using computers in the office.
 - g. Process information via technology
 - h. Communicate effectively-both orally and in writing
 - i. Master filing rules
 - j. Manage records
 - k. Assist in the preparation of meetings
 - l. Create itineraries and make travel reservations
 - m. Organize and prepare all travel documents

- n. Create a cover letter and resume
- o. Complete a job search and begin to prepare an employment portfolio
- p. Understand the skills needed to advance on the job (employability skills & professionalism)

LEARNING OUTCOMES: Upon successful completion of the course, students 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

***Warning:** Although we strive to make the transferability information in this document up-to-date and accurate, **the student has the final responsibility for ensuring the transferability of this course to Alberta Colleges and Universities.** Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at Alberta Transfer Guide main page <http://www.transferralberta.ca> or, if you do not want to navigate through few links, at <http://alis.alberta.ca/ps/tsp/ta/tbi/onlineresearch.html?SearchMode=S&step=2>

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

EVALUATIONS:

Quizzes & Tests	20%
Chapter Assignments	30%
Filing Module	20%
Volunteer Work	10%
Employment Strategies	10%
Job Success Skills	10%

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100		C+	2.3	67-69
A	4.0	85-89		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

<u>Week</u>	<u>Topic</u>	<u>Chapters</u>
1 Sept 6-9	Human Relations	Kilgour: Ch 1
2 Sept 12-16	Office Layout & Technology	Kilgour: Ch 5
3 Sept 19-23	Office Technology	Kilgour: Ch 6
4 Sept 26 - 30	Telecommunications	Kilgour: Ch 11
5 Oct 3-7	Travel Arrangements	Kilgour: Ch 12
6 Oct 10-14	Meetings and Conferences	Kilgour: Ch 13
7 Oct 17-21	Volunteering/Community Service	No Extra Reading
8 Oct 24-28	Employment Strategies	Kilgour: Ch 16
9 Oct 31-Nov 4	Introduction to Filing	Quick Filing 1-5

10 Nov 7 - 10	Filing	Quick Filing 6-13
11 Nov 14 - 18	Filing	Quick Filing 17-19
12 Nov 21 - 25	Filing	Quick Filing 20-22
13 Nov 28 - Dec 2	Filing	Quick Filing 25-28
14 Dec 5 - 9	Filing Exam & Final Project	
15 Dec 12 - 16	Final Project	

STUDENT RESPONSIBILITIES:

Daily attendance is essential! More than 3 missed classes may result in a recommendation of being debarred from exams.

STATEMENT ON PLAGIARISM AND CHEATING:

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, 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 <http://www.gprc.ab.ca/about/administration/policies/>

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