

SEP 13 2000



GRANDE PRAIRE REGIONAL COLLEGE
OFFICE ADMINISTRATION
COURSE OUTLINE

OA 1210
Office Procedures

INSTRUCTOR: Kelly Coulter Office: C214
Email: kcoulter@gprc.ab.ca
Office Hours: Monday 1:00 - 2:30
Tuesday 9:00 - 11:00

TEXT: Administrative Procedures for the Canadian Office 5th Edition, Kilgour, Lauralee. Scarborough, ONT., Prentice Hall

Quick Filing Practice 3rd Canadian Edition, Stewart, Jeffery. McGraw-Hill Ryerson.

PREREQUISITE: None

COURSE DESCRIPTION: Reviews the processing of information in a business office. Provides preparation for work in today's office by introducing offices systems, business communication systems, information processing technology and procedures. Prepares students to become more sensitive and self-conditioned in order to enhance chances of a successful career planning.

COURSE 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 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 making decisions.

Grading:

Daily attendance is essential!! Most concepts are covered in class time, however not all assignments can be completed in class time. Students are responsible for completing assignment outside of class time and for reading assigned text chapters before the material is taken up in class. Quizzes may be given on chapter material without advance notice.

Filing Quizzes30%

Admin Operations Quizzes and assignments30%

Human Relations Module30%

Job Success Skills10%

the student will demonstrate job success skills through:
regular attendance and punctuality
timely completion of work
maintaining a high standard of work
ability to work both independently and collaboratively

PLAGIARISM:

The penalty for plagiarism is SEVERE! It can consist of EXPULSION from the program and the institution or receiving and grade of one in the course. DON'T DO IT!!!