

**Grande Prairie Regional College**  
**Administrative Technology**  
**Course Outline**  
**OA 1210 A2 / B2 (3) (0-0-5)**  
**Administrative Procedures I**

**Prerequisite:** None

**Session** Fall 2003

**Details:** M 13:00 – 14:20      Section A - Room A301      Section B – Room A305  
T R 10:00 – 11:20

**Instructors:** Kelly Coulter      E-mail: [kcoulter@gprc.ab.ca](mailto:kcoulter@gprc.ab.ca)  
Office Hours: TBA  
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Cara Douglas      E-mail: [cdouglas@gprc.ab.ca](mailto:cdouglas@gprc.ab.ca)  
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Evans Forsyth      E-mail: [forsyth@gprc.ab.ca](mailto:forsyth@gprc.ab.ca)  
Office Hours: TBA  
Office: C415      539-2004

NOTE: This course is team-taught.

**Text:** Administrative Procedures for the Canadian Office 6<sup>th</sup> Edition, Kilgour,  
Lauralee. Scarborough ON, Prentice Hall 6<sup>th</sup> Edition

Your Attitude is Showing, Chapman, O'Neil. Scarborough, ON, Prentice Hall.

Quick Filing Practice 4<sup>th</sup> Canadian Edition, Stewart, Jeffery, McGraw-Hill  
Ryerson

Making Your Mark 6<sup>th</sup> Edition, Fraser, Lisa. Port Perry, ON, LDF Publishing  
Inc.

**Delivery  
Mode:** Lecture / Lab

**Course  
Description:** Reviews the processing of information in a business office. Provides preparation work in today's office by introducing offices system, business communication systems, information processing technology, and procedures. Prepares students to become more sensitive and self-conditioned in order to enhance 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 the use of 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 decision making.

**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.

<b>Filing Quizzes</b>	<b>30%</b>
<b>Admin. Operations Quizzes and Assignments</b>	<b>50%</b>
<b>Human Relations Module</b>	<b>20%</b>

**Course Policy:**

1. Attendance is required and will be taken at each class. If you are ill, please call you instructor. More that 3 missed classes may result in a recommendation of “Debarred from Exam.” (See College calendar, p.35)
2. In-class tests, mid-terms, and final exams must be completed at the scheduled times. Alternate or individualized examination times will not be considered. Failure to complete examinations at the scheduled times will result in a grade of zero (0).
3. If you miss a class, have a classmate call you with your assignments. You are responsible for any work missed.

4. Assignments are due on the dates set by the instructor. Assignments may be handed in early, but only in exceptional circumstances may assignments be handed in late.
5. If you miss an in-class or homework assignment, you receive a zero (0) for that assignment. Some of these assignments may be unannounced before that date.
6. Plagiarism will not be tolerated.
7. All major assignments must be completed in order to complete a course.
8. Keep your work up-to-date. If you are absent, phone your study partner to find out what work you missed.

Study Partner's Name \_\_\_\_\_

Study Partner's Phone Number \_\_\_\_\_

Read your Rights & Responsibilities on page 32-42 of the College Calendar.