



Grande Prairie Regional College
School of Health, Wellness & Career Studies
Department of Business & Office Administration

COURSE OUTLINE – FALL 2016

OA 1210 Hi/Ed ADMINISTRATIVE OFFICE PROCEDURES I - 3 (3-0-0) 45 HOURS

INSTRUCTOR: Lacie Reilly

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OFFICE HOURS: 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

CREDIT/CONTACT HOURS:

3 credit/ 45 Contact Hours

COURSE OBJECTIVES:

This course will typically utilize scenario based learning to introduce and familiarize students with:

1. desirable personal and professional habits/traits acceptable in an office
2. human relations concepts and office politics
3. optimal office layout
4. acceptable procedures for telephone related duties, banking and record keeping duties, transcription and reprographic related duties
5. travel arrangements for office professionals
6. appropriate time management techniques
7. efficient records management
8. critical thinking skills to help understand problems and decision making

LEARNING OUTCOMES:

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, student will:
 - a. Recognize positive and negative behaviors associated with office politics
 - b. Create a professionalism philosophy and plan, and then practice and apply positive behaviors set out in the professionalism rubric
 - c. Implement productive team behaviors and demonstrate how to cope with non-productive members of an office team
 - d. Describe what ethical behavior means in an office situation and implement ways for ethically dealing with various situations.
 - e. Create and apply personal code of ethics
 - f. Analyze optimal office layouts: open vs. closed office layout
 - g. Explain and identify the administrative assistant's role in using computers in the office.
 - h. Process information via technology
 - i. Communicate effectively-both verbally and in writing
 - j. Master filing rules
 - k. Manage records
 - l. Assist in the preparation of meetings including note taking
 - m. Create itineraries and make travel reservations
 - n. Organize and prepare all travel documents
 - o. Create a cover letter and resume
 - p. Understand the skills needed to advance on the job (employability skills & professionalism)

TRANSFERABILITY:

***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.transferalberta.ca> or, if you do not want to navigate through few links, at <http://alis.alberta.ca/ps/tsp/ta/tbi/onlinesearch.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**

EVALUATION:

Quizzes & Tests	25%
Chapter Assignments	30%
Filing Module	25%
Volunteer Work	10%
Job Success Skills	10%
<ul style="list-style-type: none"> ▪ See Professionalism Rubric 	

Course Policies:

Daily attendance is essential! Students are responsible for completing assignments outside of class time when necessary. If you are ill, please have a classmate inform you of the work covered that day. Assignments, quizzes or tests missed will be recorded as zero. More than 3 missed classes may result in a recommendation of “Debarred from Exam.” (See College Calendar)

Assignments and tests missed will be recorded as zero. Assignments are due on the dates set by the instructor.

GRADING CRITERIA:

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

STUDENT RESPONSIBILITIES:

To read, understand and comply with GPRC academic policies.

**Note: all Academic and Administrative policies are available at <https://www.gprc.ab.ca/about/administration/policies/>

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.

COURSE SCHEDULE/TENTATIVE TIMELINE:

<u>Week</u>	<u>Topic</u>	<u>Chapters</u> Refer to our Moodle page each week for detailed instructions & Due Dates
Week 1 Aug 31-Sept 2	Introduction Week	Read through all the important material in the introduction area of our Moodle course page
Week 2 Sept 6-9	Human Relations	Kilgour Ch: 1
Week 3 Sept 12-16	Office Layout & Technology	Kilgour Ch: 5
Week 4 Sept 19-23	Office Technology	Kilgour Ch: 6
Week 5 Sept 26-30	Meetings and Conferences	Kilgour Ch: 13
Week 6 Oct 3-7	Telecommunications	Kilgour Ch: 11
Week 7 Oct 11-14	Travel Arrangements	Kilgour Ch: 12
Week 8 Oct.17-21	Employment Strategies	Kilgour Ch: 16
Week 9 Oct 24-28	Project Management	Kilgour Ch: 9
Week 10 Oct 21- Nov4	Introduction to Filing	Quick Filing 1-5
Week 11 Nov 7-9 <i>(Holiday Nov 10 & 11)</i>	Filing	Quick Filing 6-13
Week 12 Nov 14-18	Filing	Quick Filing 17-19

Week 13 Nov 21-25	Filing	Quick Filing 20-22
Week 14 Nov 28-Dec 2	Filing	Quick Filing 25-28
Week 15 Dec 5-9	Filing Exam	TBA