



School of Health Wellness and Career Studies

**DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION**

**COURSE OUTLINE – FALL 2015**

**OA 1210 ADMINISTRATIVE PROCEDURES I - 3.0 (3-0-0) 45 HOURS**

**INSTRUCTOR:** Raymond Savage      **PHONE:** 780.539.2712  
**OFFICE:** C404      **E-MAIL:** rsavage@gprc.ab.ca

**OFFICE HOURS:** By appointment or Drop in

**PREREQUISITE(S)/COREQUISITE:**

None

**REQUIRED TEXT/RESOURCE MATERIALS:**

Administrative Procedures for the Canadian Office – Kilgour et al. 9<sup>th</sup> Edition. Prentice Hall  
Quick Filing Practice 5<sup>th</sup> edition. Stewart & Trent., McGraw Hill

**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.

**CREDIT/CONTACT HOURS:**

3 credit/ 45 Contact Hours

**DELIVERY MODE(S):**

Lab: A laboratory class is when you do individual work with help, and go over your own answers and weaknesses if any.

**LEARNING OUTCOMES:**

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.

**COURSE OBJECTIVES:**

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:**

**\*\* 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**

**GRADING CRITERIA:**

Filing Module

20%

Administrative Procedures Module & Business Document Processing	40%
Human Relations Module	20%
Job Shadowing Assignment	10%
Job Success Skills	10%

<b>GRANDE PRAIRIE REGIONAL COLLEGE</b>			
<b>GRADING CONVERSION CHART</b>			
<b>Alpha Grade</b>	<b>4-point Equivalent</b>	<b>Percentage Guidelines</b>	<b>Designation</b>
<b>A<sup>+</sup></b>	<b>4.0</b>	<b>90 – 100</b>	<b>EXCELLENT</b>
<b>A</b>	<b>4.0</b>	<b>85 – 89</b>	
<b>A<sup>-</sup></b>	<b>3.7</b>	<b>80 – 84</b>	<b>FIRST CLASS STANDING</b>
<b>B<sup>+</sup></b>	<b>3.3</b>	<b>77 – 79</b>	
<b>B</b>	<b>3.0</b>	<b>73 – 76</b>	<b>GOOD</b>
<b>B<sup>-</sup></b>	<b>2.7</b>	<b>70 – 72</b>	
<b>C<sup>+</sup></b>	<b>2.3</b>	<b>67 – 69</b>	<b>SATISFACTORY</b>
<b>C</b>	<b>2.0</b>	<b>63 – 66</b>	
<b>C<sup>-</sup></b>	<b>1.7</b>	<b>60 – 62</b>	
<b>D<sup>+</sup></b>	<b>1.3</b>	<b>55 – 59</b>	<b>MINIMAL PASS</b>
<b>D</b>	<b>1.0</b>	<b>50 – 54</b>	
<b>F</b>	<b>0.0</b>	<b>0 – 49</b>	<b>FAIL</b>
<b>WF</b>	<b>0.0</b>	<b>0</b>	<b>FAIL, withdrawal after the deadline</b>

**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:**

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at

[https://www.gprc.ab.ca/files/forms\\_documents/Student\\_Misconduct.pdf](https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf)

**COURSE SCHEDULE/TENTATIVE TIMELINE:**

<u>Week</u>	<u>Topic</u>	<u>Chapters</u>
1	Introduction / Filing	Quick Filing 1-5
2	Filing	Quick Filing 6-13
3	Filing	Quick Filing 17-19
4	Filing	Quick Filing 20-22
5	Filing	Quick Filing 25-28
6	Meetings and Conferences	Kilgour Ch: 13
7	Human Relations	Kilgour Ch: 1
8	Office Layout & Technology	Kilgour Ch: 5 & 6
9	Web Based Tools	Kilgour Ch: 7
10	Telecommunications	Kilgour Ch: 11
11	Travel Arrangements	Kilgour Ch: 12
12	Employment Strategies	Kilgour Ch: 16
13	Project Management	Kilgour Ch: 9
14	Final Project	
15	Final Project	
16	Final Exam	

**Course Policies:**

Exams: Any missed exams will result in a grade of 0% without prior arrangements.

Quizzes: Any missed quizzes will be written during the next scheduled class with a 25% penalty assigned.

Projects/Assignments/Other:

- **DUE DATE** : Due without penalty at end of scheduled class
- **DEAD DATE**: Beginning of next scheduled class period after Due Date: 25% Penalty