

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

Prerequisite: None

Session Fall 2005

Details: Tuesday and Thursday 10 – 11 :20

Instructors: Sharron Barr E-mail sbarr@gprc.ab.ca

Office Hours: M W F 11:30 – 1:00

Office: A313B 539-2777

Evans Forsyth E-mail: forsyth@gprc.ab.ca

Office Hours: TBA

Office: C415 539-2009

NOTE: This course is team-taught.

Text:

Office Procedures for Administrative Professionals, 1st Canadian Edition,
Fulton-Calkins & Blaney, ON, Thomson Nelson, 2005

Quick Filing Practice 4th Canadian Edition, Stewart, Jeffery, McGraw-Hill
Ryerson

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

Supplies: Headset for transcription module

Two file folders to submit work

**Delivery
Mode:** Lecture / Lab / Field Visits

**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 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.

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.

Human Relations Module

Chapter 1:	Succeeding in the Work Environment Assignments & Projects	2%
Chapter 2:	Ergonomics Assignment	2%
Chapter 3:	Time, Stress, and Anger Management Assignments & Projects	2
Chapter 4:	Ethical Behaviour and Workplace Standards Assignments & Projects	2
Chapter 5	The Communication Process Assignments & Projects	2
	Human Relations Module Test	5%

Filing Module

Quiz 1	Alphabetic Filing Rules Personal Names	2%
Quiz 2	Alphabetic Filing Rules Business Names	2%
Quiz 4	Alphabetic Correspondence Filing	2%
Quiz 6	Geographic & Numeric Filing	2%
	Filing Test (all rules)	12%

Telecommunications Module

Chapter 8:	Telecommunications Assignments & Projects	2%
	Field Visit Group Report	8%

Transcription Module

Chapter 6:	Creating and Preparing Business Documents Assignments & Projects	5%
	Transcription Documents	10%

Banking and Record Keeping Module 10%

Final Exam Comprehensive 30%

**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)
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 assignments must be completed in order to complete a course and qualify to write the final exam.
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 39-40 of the College Calendar.