

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

Prerequisite: None

Session Fall 2007
Details: Tuesday and Thursday 10 – 11 :20

Instructors: Sharron Barr E-mail sbarr@gprc.ab.ca
Office Hours:
Office: A313B 539-2979

Text:

Administrative Procedures for the Canadian Office 7th Edition, Kilgour, Kilgour, Burton, Shelton, Jennings, Pearson Prentice Hall

Quick Filing Practice 5th Canadian Edition, Stewart, Jeffery, McGraw-Hill Ryerson

Supplies: Headset for transcription module
Two file folders to submit work
Binder

Delivery Lecture / Lab / Field Visits

Mode:

Course Reviews the processing of information in a business office. Provides preparation
Description: 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.

<i>Human Relations Module (A Lecture Series & Student Notes)</i>	
<i>Part I – Understanding Yourself Student Notes</i>	5%
You Can't Escape Human Relations	
Human Relations Can Make or Break You	
Hold on to Your Positive Attitude	
When People Step on Your Attitude	
<i>Part II – Relationships with Others Student Notes</i>	5%
Vertical and Horizontal Working Relationships	
Productivity – A Closer Look	
The Winning Combination	
Your Most Important Working Relationships	
Success as a Team Player	
Restoring Injured Relationships	
Human Relations Module Test	10%
<i>Filing Module</i>	
<i>Chapter 7 – Information Management</i>	
Quiz 1 Alphabetic Filing Rules Personal Names	1%
Quiz 2 Alphabetic Filing Rules Business Names	1%
Quiz 4 Alphabetic Correspondence Filing	1%
Quiz 6 Geographic & Numeric Filing	1%
Filing (all rules) & Information Management Module Test	12%
<i>Telecommunications Module</i>	
<i>Chapter 8: Front Line Reception</i>	
Assignments & Projects	5%
Field Visit Group Report	5%
<i>Transcription Module</i>	
Creating and Preparing Business Documents	
Assignments & Projects	
Transcription Documents	10%
<i>Business Math Module</i>	
<i>Chapter 12 Office Commerce and Keeping Records</i>	10%
Business Math Assignments	10%
<i>Final Exam Comprehensive</i>	20%

**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.