



DEPARTMENT OF OFFICE ADMINISTRATION

COURSE OUTLINE –FALL 2014

OA1210–ADMINISTRATIVE OFFICE PROCEDURES I 1.5 (0-0-3)

INSTRUCTOR: Tashia Lepage **PHONE:** 780-865-7666
OFFICE: Hinton Campus **E-MAIL:** Tlepage@GPRC.ab.ca

OFFICE
HOURS: By Appointment

PREREQUISITE(S)/COREQUISITE: None

REQUIRED TEXT/RESOURCE MATERIALS:

Administrative Procedures for the Canadian Office – Kilgour et al. 10th Edition. Prentice Hall
Quick Filing Practice 5th edition. Stewart & Trent., McGraw Hill

CALENDAR DESCRIPTION:

This course focuses on critical human relation skills, maintaining effective and efficient information systems (alphabetic, numeric, geographic and subject filing systems), telecommunications and office technology (telephone, fax), transcription, reprographics, administrative procedures and employment preparation

CREDIT/CONTACT HOURS:

3 credit/ 45 Contact Hours

DELIVERY MODE(S):

Lecture/ Lab

OBJECTIVES (OPTIONAL):

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.

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:

Administrative Skills Assignments	35%
Chapter Quizzes	20 %
Filing Unit	20 %
Job Success Skills	10 %

The Student will demonstrate job success skills through:

- Regular attendance and punctuality.
- Timely completion of work.
- Maintaining a high standard of work and professionalism.
- Ability to work both independently and collectively.

Transcription Assignment	10 %
Job Post Assignment	5 %

****Late assignments or missed quizzes will receive a 25% penalty within 1 week, then a grade of ZERO "0". Grades will be assigned on the letter grading system.**

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

STATEMENT ON PLAGIARISM AND CHEATING:

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 www.gprc.ab.ca/about/administration/policies/**

**Note: all Academic and Administrative policies are available on the same page.