



DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – FALL 2015

OA 1210 ADMINISTRATIVE OFFICE PROCEDURES 1 – 3 (3-0-0) 45 HOURS

INSTRUCTOR: Tashia Lepage

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OFFICE: Hinton

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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

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 and Lecture

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

EVALUATIONS:

Administrative Skills Assignments	30 %
Unit 1 Test	10 %
Unit 2 Test	10 %
Filing Unit	20 %
Transcription Assignment	10 %
Job Post Assignment	10 %
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.

**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.

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

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GRADING CRITERIA:

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

COURSE SCHEDULE/TENTATIVE TIMELINE:

WEEK	TOPIC	CHAPTER
1	Introduction/Professional Growth	
2	The Working Environment- Unit 1 Human Relations	Chapter 1
3	Cultural Diversity and International Business Relations	Chapter 2
4	Management of Work, Time and Resources	Chapter 3
5	Organizational Structure and Office Layout	Chapter 5
6	Meeting and Conferences Unit 1 Test	Chapter 13
7	Information Management	Chapter 10
8	Information Management	Chapter 10
9	Information Management	Chapter 10
10	Office Services-Unit 2 Office Technology	Chapter 6
11	Incoming and Outgoing Mail	Chapter 8
12	Project Management	Chapter 9
13	Front Line Reception	Chapter 11
14	Travel Arrangements	Chapter 12
15	Business Communication	Chapter 14
16	Employment Strategies	Chapter 16