



GRANDE PRAIRIE REGIONAL COLLEGE
OFFICE ADMINISTRATION
COURSE OUTLINE

OCT 08 1999
Grande Prairie
Regional College

OA 1210
Office Procedures

INSTRUCTORS: Trevor Thomas Office: C-309 539-2924
J.R. Boyle Office: C-214 539-2829

TEXT: Administrative Procedures for the Canadian Office 4th edition, Kilgour, Lauralee, Prentice Hall Canada Career and Technology, 1997

Thinking Skills for Success, De Bono, Edward; Paradigm, 1990

Business Filing Procedures, A Filing Simulation, Pansegrau, Morag; Nelson Canada, 1990

Life is an Attitude, Chapman, Elwood; Crisp Publications, 1992

PREREQUISITES: None

COURSE DESCRIPTION: Reviews the processing of information in a business office. Provides preparation for work in today's office by introducing office systems, business communication systems, information processing technology and procedures. Prepares students to become more sensitive and self-conditioned in order to enhance chances of a successful career planning.

COURSE OBJECTIVE: The demands upon administrative support staff are being redefined in the face of new technology. The object of this course is to prepare those entering the business office for increasing changes and sophistication in modern office technology and to achieve a balance between technical and human relation skills.

The student shall be able to:

1. Identify desirable personal traits, work habits and acceptable office skills.
2. Identify and apply human relations concepts.
3. Understand and use acceptable procedures for reception, travel, meetings, and telephone related duties
4. Understand and use appropriate time management techniques
5. Complete assignments by applying technical and human relations skills to acceptable office standards.
6. Applying thinking skills to help understanding problems and making decisions.

GRADING:

J.R Boyle

Ch 1. Human Relations/Chapman	20%
Ch. 8 Front Line Reception	5%
De Bono-Thinking Skills for Success	15%
Ch. 10 Making Travel Arrangements	5%
Ch. 11 Meeting and Conferences	<u>5%</u>
	50%
Ch 4 Read Only	
Ch 5 Read Only	
Ch 13 Read Only	

Trevor Thomas

Ch 2 Management of Work Time	10%
Ch 3 Organizations of Structure	5%
Ch 6 Incoming & Outgoing Mail	5%
Ch 7 Information Management	20%
Ch 9 Telecommunications	<u>10%</u>
	50%
Ch 12 Read Only	
Ch 14 Read Only	
Ch 16 Read Only	

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 assignments outside of class time when necessary. Work on the buddy system if you have to be away for a day.

PLAGIARISM:

The penalty for plagiarism is SEVERE. It can consist of EXPULSION from the program and institution or receiving A grade of ONE on a course. DON'T do it!!!