



DEPARTMENT OF OFFICE ADMINISTRATION

COURSE OUTLINE – FALL 2012

OA1210 ADMINISTRATIVE PROCEDURES – 3(3-0-0) 45 HOURS

INSTRUCTOR: Zonya Sabourin **PHONE:** 780-723-5206
OFFICE: Edson Provincial **E-MAIL:** zsabourin@gprc.ab.ca.
Building
Tuesday: 9:30 a.m. – 11:00 a.m.
OFFICE HOURS: Thursday: 9:30 a.m. – 11:00 a.m.
Or by appointment

PREREQUISITE(S)/COREQUISITE:

None

REQUIRED TEXT/RESOURCE MATERIALS:

Kilgour, Lauralee: *Administrative Procedures for the Canadian Office, Eighth Edition*, Pearson Canada
Trent, Stewart: *Gregg Quick Filing Practice 5e*. McGraw-Hill Irwin

CALENDAR DESCRIPTION:

The course focuses on the changes in the workplace, critical human relations, maintaining effective and efficient information systems, incoming and outgoing mail, front-line reception, meetings and conferences, and communication.

CREDIT/CONTACT HOURS: 3 credit/45 hours

DELIVERY MODE(S):

Classroom lectures, computer lab work, group work and research.

OBJECTIVES:

The student will be able to:

1. Recognize the current demands and trends in today's office environment.
2. Identify and apply personal traits, work habits, and acceptable office skills.
3. Understand the human relations concept.
4. Understand and implement the acceptable procedures for telephone and front-line related duties.
5. Set up and maintain effective filing systems.
6. Use accepted procedures for directing incoming and outgoing mail and courier.
7. Implement proper procedures for arranging and conducting meetings.
8. Apply excellent oral and written communication skills.

TRANSFERABILITY: N/A

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

EVALUATIONS:

Assignments: Self-Check/Study & Review:	10%	Gregg Quick Filing Practice 5e:	15%
Canada Post Research & Envelope:	10%	Mock Meeting:	5%
Front-Line Group Work:	10%	Presentations:	5%
Minutes Assignment:	5%	Mid-Term Exam:	10%
Job Success: Resume & Letter:	10%	Final Exam:	20%

STUDENT RESPONSIBILITIES/JOB SUCCESS SKILLS:

Job success skills are demonstrated through regular attendance and punctuality, timely completion of work, maintaining a high standard of work, an ability to work both independently and collaboratively, and being present and attentive while in class. Failure to demonstrate any of these skills will result in a loss of job success skills marks for each occurrence.

Social networking and cell phone use during class time are not examples of successful job skills and will result in a loss of marks in this area for each occurrence.

LATE ASSIGNMENTS:

Assignments will not be accepted late unless prior arrangements have been made with the instructor. It is the student's responsibility to keep track of deadlines and hand in projects and assignments on the date specified. If you have a valid reason for being late, you must see me about making arrangements for an alternate date.

Assignments must be completed and submitted in order to achieve a passing mark in this course. There is no allowance for missed assignments: you will receive a zero.

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.

COURSE SCHEDULE/TENTATIVE TIMELINE:

NOTE: Lectures, assignments and due dates are subject to change, depending on completion of the designated chapter.

DATE/DAY:	ACTIVITY:	ASSIGNMENTS/DUE DATES/QUIZZES & EXAMS:
September 6	Meet & greet/name exchange. Course outline, expectations & Skills Assessment handout. Introduce textbook; explain chapters that will be studied. INTRODUCTORY CHAPTER.	Skills Assessment. Pg. 7: Everyday Ethics. Pp. 8 & 9: Create a table as per instructions. DUE: Sept. 11
September 11	CHAPTER 1: Page 11: Human Relations. Brief overview of HR skills. Handout and open classroom discussion.	Page 30: Questions for Study & Review: Do #'s 1, 10, 11, 15, 21 & 22. DUE: Sept. 20
September 13	CHAPTER 2: Page 33: Time Management Learning Outcomes 4, 7 & 9.	Page 55: Questions for Study & Review: Do #'s 25 & 26. DUE end of class. Read any other topics in the chapter that may be of interest to you.
September 18	CHAPTER 6: Page 111: Incoming and Outgoing Mail – Part 1: Handling Office Technology.	Page 120: Self-Check Questions 1 to 5. DUE: Sept. 20
September 20	CHAPTER 6: Page 121: Part 2 – Handling Incoming Mail	Page 130: Self-Check Questions 1 to 3. DUE: Sept. 25
September 25 September 27	Chapter 6: Page 139: Part 3 – Handling Outgoing Mail	LAB: research Canada Post website & provide answers for the handout you have been given. Mini quiz: Canada Post. DUE: Sept. 27
October 2	CHAPTER 7: Page 149: Information Management – Part 1 (to page 156)	Page 156: Self-Check Worksheet. DUE: Oct. 4
October 4	CHAPTER 7: Page 156: Information Management – Part 2 (to page 165)	Pp. 160 – 165: Reading Assignment as far as page 165. Worksheet to do. DUE: Oct. 9
October 9	CHAPTER 7: Information Management, continued. Review key points in remainder of chapter. Begin <i>Gregg Quick Filing Practice 5e</i> .	Class work is expected with regard to the filing practice. Assignment TBA.
October 11	CHAPTER 7: Information Management, continued.	Continue working on the filing practice. Assignment TBA
October 16	CHAPTER 7: Information Management, continued	Should conclude filing practice. Final assignment TBA.

October 18	General Review of chapters studied to date/prep for Mid-Term.	Return all assignments for filing practice. Conduct general review/study time.
October 23	MID-TERM EXAM	MID-TERM EXAM: 1.5 hours
October 25	Return mid-terms. Begin CHAPTER 8: Page 183: Front-Line Reception – Part 1: Effective Use of the Telephone/Making Appointments	Page 197: Self-Check Questions 1 – 5. DUE: Oct. 30
October 30	CHAPTER 8: Page 198: Front-Line Reception – Part 2: Receiving Visitors/Handling Diverse Situations/Ethics & Visitors/Hosting International Visitors	Group Work: Mock Greeting of Visitors/Handling Diverse Situations. Page 211: Questions for Study & Review: Do #'s 8, 10, 11, 13, 14, 17 & 18. DUE: Nov. 1
November 1	CHAPTER 10: Page 238: Meetings & Conferences. Handout "Conducting Effective Meetings." Discuss handout. Distribute formats for notifications, agendas & minutes.	MOCK MEETING: Social Committee. Instructor is temporary chair; election of officers for positions of chairperson, recorder, treasurer & various committees. Preparation of notifications & agendas for a meeting to be held during next class, Nov. 6. The subject of this meeting will be the annual Christmas Party.
November 6	CHAPTER 10: continued	Meeting of the Christmas Party Organizational Committee. Everyone records minutes. ALL other pertinent materials (notifications, agendas & minutes) DUE: Nov. 8
November 8	CHAPTER 10: continued. Discussion of meeting dynamics (Pg. 256) and ethical behaviour (Pg. 261)	Page 262: Questions for Study & Review. Do #'s 6, 7, 12, 14, 19, 23, 31 & 32. DUE: 15
NOV. 9-13	FALL BREAK: NO CLASSES	FALL BREAK
November 15	CHAPTER 11: Page 267: Business Communications – Part 1: Interpersonal Communication/Verbal & Nonverbal Communication/Listening Skills/ Feedback	Page 272: Self-Check, both questions. Page 274: Self-Check: #1 only. DUE: Nov. 20
November 20	CHAPTER 11: Page 275: Business Communications – Part 2: Written communication: letters & formats, addressing envelopes	Lab work: you will format a business letter (topic TBA) & address an envelope as per CP format. DUE: Nov. 22
November 22	CHAPTER 11: Page 273: Business Communications – Part 3: Public Speaking	Prepare a short presentation on one of the following: <ol style="list-style-type: none">1. Favourite hobby.2. Why you are taking this

		<p>course.</p> <ol style="list-style-type: none"> 3. The most memorable vacation you've ever had. 4. The birth of your first child (if applicable). 5. The best book you've ever read. 6. Your favourite recipe (you have to share it!) 7. The thing that scares you the most. <p>Keep your presentation to 10 minutes maximum. Be prepared to present on November 27.</p>
November 27	PRESENTATIONS	PRESENTATIONS
November 29	CHAPTER 13: Page 336: Employment Strategies – Part 1: Employability Skills/Conference Board of Canada chart/Networking.	Page 344: Self-Check Questions 1 – 4. DUE: Nov. 29
December 4	CHAPTER 13: Page 344: Employment Strategies – Part 2: Resumes & Applications	Page 373: Production Challenge 13-A, Personal Inventory. DUE: Dec. 4
December 6	CHAPTER 13: continued Employment Strategies – Part 2 continued	Page 373: Production Challenge 13-B, Visual Resume & Cover letter. DUE: NEXT SEMESTER. If you haven't finished, time will be allotted in the New Year to complete this assignment.
December 11	OFFICE PROCEDURES REVIEW FOR FINAL	REVIEW all units studied to date.
December 13	OA 1210 OFFICE PROCEDURES FINAL EXAM	FINAL EXAM: 1.5 hours



Season's Greetings to All!