



**DEPARTMENT OF BUSINESS AND  
OFFICE ADMINISTRATION  
COURSE OUTLINE – FALL 2019**

OA1215 A2 CANADIAN OFFICE PROCEDURES - 3 (3-0-2) 75 HOURS

For 15 Weeks

Tues/Thurs 10:00 am-11:20 am Room A313, Fri 10:00 am – 11:50 am, Room A307

**INSTRUCTOR:** Dawn Greig

**PHONE:** 780-539-2873

**OFFICE:** C203

**E-MAIL:** dgreig@gprc.ab.ca

**OFFICE HOURS:** Tuesday and Thursday 11:30 to 1:00 p.m. or by appointment

**CALENDAR DESCRIPTION:**

This modularized course covers the essential fundamentals of working in a professional office including: human relations, filing and records management, email records in Outlook, management of work, time and resources, Outlook Tasks and Calendar, organizational office structure and office layout, telephone and front-line reception, scheduling using Outlook Calendar, Tasks and Journalizing using Outlook, reprographics; meetings and conferences, Outlook Contacts and Meetings, in-coming and out-going mail, volunteerism, professional development; and employment strategies and job success skills.

**PREREQUISITE(S)/COREQUISITE:**

None

**REQUIRED TEXT/RESOURCE MATERIALS:**

- 1) ***Beginning Human Relations*** 1<sup>st</sup> Edition. This book is an OER (Open Educational Resource) and is provided free of charge.
- 2) Stewart & Trent, ***Quick Filing Practice*** 5<sup>th</sup> Edition, McGraw Hill, 2015
- 3) Rechoum, Naziha, ***Outlook 2016– Simple & Easy***, 2nd Edition. Logitell Publishing Inc.

**REQUIRED COMPUTER HARDWARE:**

This course requires students to have access to a computer with Windows 7 or Vista Operating System, high-speed internet access, Microsoft Word 2016, access to Microsoft PowerPoint, and a client e-mail account with attachment capabilities.

**CREDIT/CONTACT HOURS:**

3 credits/75 contact hours

**DELIVERY MODE(S):**

Lecture/Lab

**COURSE OBJECTIVES:**

This modularized course will teach and allow you to practice and master the essential fundamentals of working in a professional office. This course will teach you:

1. human relations skills
2. filing and records management skills, systems and practices
3. work, time and resources management systems and practices using traditional procedures and office technology organizational structure and office layout systems
4. telephone and front-line reception skills and best practices
5. reprographics equipment operation and effective reprographic systems
6. effective meetings and conference planning, management and follow-up skills and systems
7. electronic and traditional mail handling including Outlook
8. volunteerism and professional development as part of the office professional's duties
9. employment strategies and job success skills including resume and cover letter preparation, mock interviews and creation of a critical employability skills portfolio

**GRADING CRITERIA:**

Volunteer Work	5%
Human Relations and Office Procedures	35%
Outlook	15%
Filing Module	15%
Employability Skills – Final Project	30%
(Search and Selection Team Project	15%)
(Resume, Cover Letter, and Portfolio	15%)

In order to receive credit for Business Administration and Office Administration first year courses, **you must achieve 50 percent on the final examination or final project**, and a course composite grade of at least D (50%).

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100	C+	2.3	67-69
A	4.0	85-89	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

### COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Reference & Readings
1	Welcome Week	<b>Get to know your Course Moodle Page</b> <b>Introductions</b> <b>Volunteering Assignment</b>
2	Human Relations Module, Incoming and Outgoing Mail	<b>Beginning Human Relations Ch 1-2</b> <b>Sources on Moodle</b>
3	Human Relations and Management of Work, Time and Resources	<b>Beginning Human Relations Ch 3 -4</b> <b>Sources on Moodle</b>
4	Front Line Reception, Office Technology, and Human Relations	<b>Sources on Moodle</b> <b>Beginning Human Relations Ch 5 – 6 (specified pages)</b>
5	Travel Arrangements, Dealing with Difficult People and Human Relations	<b>Sources on Moodle</b> <b>Beginning Human Relations Ch 7-8 (specified pages)</b>
6	Human Relations and Professionalism and Privacy Protection	<b>Sources on Moodle</b> <b>Beginning Human Relations Ch 10 (specified pages)</b> <b>Beginning Human Relations Ch 13</b>
7	Electronic Mail – Outlook 2016	<b>Sources on Moodle</b> <b>Outlook</b>
8	Meetings & Conferences, and Outlook 2016	<b>Sources on Moodle</b> <b>Outlook</b>
9	Electronic Mail – Outlook 2016	<b>Outlook</b>
10	Filing/Records Management	<b>Quick Filing Practice</b>
11 - 12	Filing/Records Management Module	<b>Quick Filing Practice</b>

<b>Week</b>	<b>Topic</b>	<b>Reference &amp; Readings</b>
13-14	Employment Strategies & Job Success Skills - Final Project	<b>Sources on Moodle</b>

### **Course Policies:**

Exams: Quizzes and exams will be written as scheduled. Unless there is an excusable absence (usually requiring a doctor's note), and missed exams or quizzes will result in a mark of 0%

No Late Assignments will be permitted. Any missed assignments will result in a mark of 0%.

### **STUDENT RESPONSIBILITIES:**

To read, understand and comply with GPRC academic policies.

All Academic and Administrative policies are available at

<https://www.gprc.ab.ca/about/administration/policies/>

### **STATEMENT ON PLAGIARISM AND CHEATING:**

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the College Calendar at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at <https://www.gprc.ab.ca/about/administration/policies>

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