



**DEPARTMENT OF BUSINESS AND  
OFFICE ADMINISTRATION  
COURSE OUTLINE – FALL 2020**

OA1215 A2 CANADIAN OFFICE PROCEDURES - 3 (3-0-2) 75 HOURS, 15 WEEKS  
Monday/Wednesday 2:30-3:50 pm, Tuesday 11:30 am-1:20 pm

**INSTRUCTOR:** Dawn Greig

**PHONE:** 780-539-2873

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

**OFFICE HOURS:** Monday & Wednesday 10-11:30 am or anytime by appointment

**FALL 2020 DELIVERY:** Remote Delivery. This course is delivered remotely. There are no face-to-face or onsite requirements. Students must have a computer with a webcam and reliable internet connection. Technological support is available through [helpdesk@gprc.ab.ca](mailto:helpdesk@gprc.ab.ca).

**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

**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 365 2019 edition, access to Microsoft PowerPoint, Outlook 365.

**CREDIT/CONTACT HOURS:**

3 credits/75 contact hours

**DELIVERY MODE(S):**

Lecture/Lab – Remote Delivery

**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. 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:**

Job Success Skills	5%
• Regular attendance and punctuality	
• Timely completion of quality work	
• Ability to work both independently and collaboratively	
• Participation in class and within groups	
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%)

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	<b>Get to know your Course Learning Platform Introductions</b>
2	Human Relations Module	<b>Beginning Human Relations Ch 1 &amp; 2</b>
3	Human Relations Module Incoming and Outgoing Mail Management of Work, Time and Resources	<b>Beginning Human Relations Ch 3 &amp; 4 Sources on Brightspace</b>
4	Human Relations and Travel Arrangements	<b>Beginning Human Relations Ch 5 &amp; 6 Sources on Brightspace</b>
5	Front Line Reception, Office Technology, and Human Relations	<b>Sources on Brightspace Beginning Human Relations Ch 7 &amp; 9 (specified pages)</b>
6	Dealing with Difficult People, Professionalism, Privacy, and Human Relations	<b>Sources on Brightspace Beginning Human Relations Ch 10 &amp; 13 (specified pages)</b>
7	FALL BREAK	<b>No Classes</b>
8	Electronic Mail – Outlook 365 Meetings & Conferences	<b>Sources on Brightspace</b>
9	Electronic Mail – Outlook 365	<b>Sources on Brightspace</b>
10	Electronic Mail – Outlook 365	<b>Sources on Brightspace</b>
11-13	Filing/Records Management	<b>Quick Filing Practice</b>
13-15	Employment Strategies & Job Success Skills - Final Project	<b>Sources on Brightspace</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.\*\***