



**DEPARTMENT OF BUSINESS AND
OFFICE ADMINISTRATION**

COURSE OUTLINE – WINTER 2018

OA 1215 B2 CANADIAN OFFICE PROCEDURES - 3 (3-0-2) 75 HOURS

INSTRUCTORS: Janelle MacRae **PHONE:** 780-539-2215 (Work)

OFFICE: E310 **E-MAIL:** Jmacrae@gprc.ab.ca

OFFICE HOURS: Mon and Thurs 1:30 PM – 3:30 PM 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) O'Neil and Chapman, ***Your Attitude is Showing*** 12th Edition, Pearson Prentice Hall, 2008.
- 2) Kilgour et al. ***Administrative Procedures for the Canadian Office (Specialized)***. 9th Edition. Prentice Hall NOTE: Selected chapters will be available for purchase.
- 3) Stewart & Trent, ***Quick Filing Practice*** 5th Edition, McGraw Hill, 2015
- 4) 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 10, high-speed internet access, Microsoft Word and Outlook 2016 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:

Human Relations and Office Procedures Assignments & Quizzes	30%
Outlook Module	15%
Filing Module	20%
Employability Skills	30%
(Search and Selection Team Project	15%)
(Resume, Cover Letter and Portfolio	15%)
Volunteer Work	5%

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

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

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Reference & Readings
1	Human Relations Module	Get to know your Course Moodle Page Introductions Volunteering Assignment Your Attitude is Showing Ch. 1-4 Kilgour Chapter 1
2	Human Relations Module Management of Work, Time and Resources Intro to Minute Taking	Your Attitude is Showing Ch. 5-8 Kilgour Chapter 3
3	Human Relations Module Meetings & Conferences	Your Attitude is Showing Ch 9 -12 Kilgour Chapter 13, <i>and includes mandatory assignment of taking minutes at a GPRC Department Meeting on Weds, January 17th.</i>
4	Human Relations Module Office Technology Front Line Reception	Your Attitude is Showing Ch 13 - 16 Kilgour Chapter 6 Kilgour Chapter 11
5	Human Relations Module Travel Arrangements Incoming and Outgoing Mail	Your Attitude is Showing Ch 17-20 Kilgour Chapter 12 Kilgour Chapter 8
6	Human Relations Module Electronic Mail – Outlook 2016	Your Attitude is Showing Ch. 20-24 Outlook
7	Electronic Mail – Outlook 2016	Outlook
8	READING WEEK	
9	Electronic Mail – Outlook 2016	Outlook
10	Filing/Records Management Module	Filing and Records Management Lectures and Assignments Kilgour Chapter 10 Quick Filing Practice
11	Filing/Records Management Module	Quick Filing Practice
12	Filing/Records Management Module	Quick Filing Practice

Week	Topic	Reference & Readings
13 - 15	Employment Strategies & Job Success Skills	Kilgour Chapter 16 Employment Strategies Job Search and Selection Project

COURSE POLICIES:

Exams: Quizzes and exams will be written as scheduled. Unless there is an excusable absence (usually requiring a doctor's note), any 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%.