



**DEPARTMENT OF BUSINESS AND
OFFICE ADMINISTRATION
COURSE OUTLINE – WINTER 2017**

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

INSTRUCTOR: Lacie Reilly **PHONE:** 780.723.5206
OFFICE: Edson **E-MAIL:** lreilly@gprc.ab.ca

OFFICE HOURS: Tuesday 8:30 – 9:30, please confirm 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 7 or Vista Operating System, high-speed internet access, Microsoft Word 2016 and a client e-mail account with attachment capabilities.

CREDIT/CONTACT HOURS:

3 credits/75 contact hours

DELIVERY MODE(S):

Internet Delivery using Moodle Software, e-mail, and telephone.

<https://moodle.gprc.ab.ca/course/view.php?id=6952>

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	10%
Forum Contributions	15%
Assignments	25%
Quizzes & Tests	30%
Filing Module	20%

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	Welcome Week	Get to know your Course Moodle Page Introductions Volunteering Assignment
2	Human Relations Module –	Your Attitude is Showing Ch 1-4 Kilgour Ch1
3	Human Relations Module – Time Management	Your Attitude is Showing Ch 5-9 Kilgour Ch9
4	Meetings & Conferences	Kilgour Ch 13
5	Human Relations Module Travel & Front Line Reception	Your Attitude is Showing Ch10-14 Kilgour Ch: 11&12
6	Human Relations Module Incoming and Outgoing Mail	Your Attitude is Showing Ch15-19 Kilgour Ch: 8
7	Electronic Mail – Outlook 2016	Outlook
8	Electronic Mail – Outlook 2016	Outlook
9	Electronic Mail – Outlook 2016	Outlook
10	Filing/Records Management Module	Quick Filing Practice
11	Filing/Records Management Module	Quick Filing Practice
12	Filing/Records Management Module	Quick Filing Practice
13 - 15	Human Relations Module Employment Strategies & Job Success Skills	Your Attitude is Showing Ch 20-24 Kilgour Ch16

Course Policies:

Exams: Any missed quizzes and exams will result in a grade of 0%

No Late Assignments will be permitted. Assignment links will be closed at midnight of the due date.