



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

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

INSTRUCTOR: Lacie Reilly **PHONE:** 780-723-5206
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OFFICE HOURS: 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:

- O'Neil and Chapman, *Your Attitude is Showing* 12th Edition, Pearson Prentice Hall, 2008.
- Kilgour et al. *Administrative Procedures for the Canadian Office (Specialized)*. 9th Edition. Prentice Hall NOTE: Selected chapters will be available for purchase.
- Stewart & Trent, *Quick Filing Practice* 5th Edition, McGraw Hill, 2015

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.

DELIVERY MODE(S): Lecture/lab

CREDIT/CONTACT HOURS:

3 credit/ 45 Contact Hours

COURSE OBJECTIVES:

This course will typically utilize scenario based learning to introduce and familiarize students with:

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

LEARNING OUTCOMES:

1. To develop the skills to perform a wide variety of office procedures in various settings by upgrading levels of thinking from knowledge to comprehension and finally, to application, student will:
 - a. Recognize positive and negative behaviors associated with office politics
 - b. Create a professionalism philosophy and plan, and then practice and apply positive behaviors set out in the professionalism rubric
 - c. Implement productive team behaviors and demonstrate how to cope with non-productive members of an office team
 - d. Describe what ethical behavior means in an office situation and implement ways for ethically dealing with various situations.
 - e. Create and apply personal code of ethics
 - f. Explain and identify the administrative assistant's role in using computers in the office.
 - g. Process information via technology – Outlook
 - h. Communicate effectively-both verbally and in writing
 - i. Master filing rules
 - j. Manage records
 - k. Assist in the preparation of meetings including note taking
 - l. Create itineraries and make travel reservations
 - m. Organize and prepare all travel documents
 - n. Create a cover letter and resume
 - o. Understand the skills needed to advance on the job (employability skills & professionalism)

TRANSFERABILITY:

***Warning:** Although we strive to make the transferability information in this document up-to-date and accurate, **the student has the final responsibility for ensuring the transferability of this course to Alberta Colleges and Universities.** Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at Alberta Transfer Guide main page <http://www.transferalberta.ca> or, if you do not want to navigate through few links, at <http://alis.alberta.ca/ps/tsp/ta/tbi/onlinesearch.html?SearchMode=S&step=2>

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

EVALUATION:

Volunteer Work		10%
<i>Your Attitude is Showing</i>		30%
Chapter Assignments	10%	
Chapter Quizzes (3 x 5%)	15%	
Discussion/Forum Contributions	5%	
<i>Administrative Procedures for the Canadian Office</i>		25%
Chapter Assignments	10%	
Chapter Quizzes (5 x 2%)	10%	
Discussion/Forum Contributions	5%	
Resume and Cover Letter		10%
Filing Module		20%
Job Success Skills/Outlook		5%
▪ See Professionalism Rubric		

Course Policies:

Students are expected to attend and participate in online meetings. Students are expected to participate in online discussions and forums. **Assignments and tests missed will be recorded as zero. Assignments are due on the dates set by the instructor.**

GRADING CRITERIA:

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:

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 Admission Guide at <http://www.gprc.ab.ca/programs/calendar/> or the College Policy on Student Misconduct: Plagiarism and Cheating at <http://www.gprc.ab.ca/about/administration/policies/>

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

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Reference & Readings
1	Human Relations Module	<ul style="list-style-type: none"> • Get to know your Course Moodle Page • Introductions • Volunteering Assignment • Your Attitude is Show Ch 1-4
2	Human Relations Module	<ul style="list-style-type: none"> • Your Attitude is Showing Ch. 5-8
3	Human Relations Module Management of Work, Time and Resources	<ul style="list-style-type: none"> • Your Attitude is Showing Ch 9 -12 • Kilgour Chapter 3
4	Human Relations Module Meetings & Conferences	<ul style="list-style-type: none"> • Your Attitude is Showing Ch 13 - 16 • Kilgour Chapter 13
5	Human Relations Module Travel Arrangements	<ul style="list-style-type: none"> • Your Attitude is Showing Ch17-20 • Kilgour Chapter 12
6	Front Line Reception	<ul style="list-style-type: none"> • Kilgour Chapter 11
7	Incoming and Outgoing Mail	<ul style="list-style-type: none"> • Kilgour Chapter 8
	Electronic Mail – Outlook 2016	<ul style="list-style-type: none"> • Outlook
8	Electronic Mail – Outlook 2016	<ul style="list-style-type: none"> • Outlook
9	Filing/Records Management Module	<ul style="list-style-type: none"> • Kilgour Chapter 10 • Quick Filing Practice
10	Filing/Records Management Module	<ul style="list-style-type: none"> • Quick Filing Practice
11	Filing/Records Management Module	<ul style="list-style-type: none"> • Quick Filing Practice
12 - 15	Human Relations Module Employment Strategies & Job Success Skills	<ul style="list-style-type: none"> • Your Attitude is Showing Ch. 20-24 • Kilgour Chapter 16