

GRANDE PRAIRIE REGIONAL COLLEGE  
OFFICE ADMINISTRATION  
COURSE OUTLINE

OA 122 - OFFICE PROCEDURES II

TEXTS: Business Filing Procedures. Pansegrau  
(Workbook and supply kit).

Working at Human Relations, 2nd ed.  
Fruehling and Oldham, 1991.

PREREQUISITE: OA 121 (Office Procedures I)

COURSE DESCRIPTION: Prepares students to become more sensitive and self-confident to enhance chances for a successful career through the study of human relations. Information storage and management is introduced, with emphasis on filing systems. Career planning strategies, resume construction and interview techniques are discussed and implemented.

COURSE GOAL: To develop the core competencies required to obtain employment as an administrative office worker.

COURSE OBJECTIVES: You will be able to:

1. Identify desirable personal traits, work habits, and leadership skills acceptable to office standards.
2. Apply and practice appropriate human relations skills.
3. Understand and apply proper business filing procedures.
4. Develop a resume and application letter, and attend an interview.

GRADING:

Filing (Assignments and Quizzes)	25%
Human Relations (Assignments)	25%
Resume, Letter of Application, and Interview	50%

Winter, 1992