



Grande Prairie Regional College
School of Health, Wellness & Career Studies
Department of Business & Office Administration

COURSE OUTLINE

OA1610 A2 3 (3-0-0) 67.5 Legal Office Administration I

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Office Hours T TH 10:00-11:20
or by appointment

CALENDAR

DESCRIPTION: This course is an introduction to legal office procedures. Upon completion students will have a thorough knowledge and understanding of office procedures specific to a law firm including opening, closing, and maintaining client files; preparing legal correspondence; using Outlook for incoming/outgoing messages, calendaring, and meeting set up; the mechanics of timekeeping and creating billing statement; as well as managing office politics and human dynamics. The students will also be introduced to the requirements under the Wills Act in relation to the creations of a valid will, power of attorney, and personal directive. Records and time management will also be emphasized.

PREREQUISITE: None

DELIVERY

MODE: Lecture

TEXTBOOKS: Edwards, Linda L., *Law Office Skills*. Thomson Delmar Learning, 2003

Bedford, Jennie, *Legal Keys Keyboarding Drills & Terminology*, 2nded, Tusker International Consulting Ltd, 2004.

COURSE OBJECTIVES:

- To gain the knowledge required to function efficiently and effectively in a productive law office environment
- To develop a basic knowledge of the legal secretary/assistant's clerical and practical duties required in a law office (including Microsoft Outlook)
- Development of keyboarding speed and accuracy
- Understanding the key role typing skills have when it comes to a legal assistant's employability.
- To develop and apply the procedures involved in estate planning and in the creation of estate documents
- To develop basic legal knowledge and understanding of family law.
- To develop a thorough understanding of Microsoft Outlook 2013: apply the skills needed to use Outlook to send and receive emails, as well as to organize an office with the use of Outlook calendars, task list options, and the scheduling assistant.

LEARNING OUTCOMES:

The student will:

- recognize what it means to dress, act, and behave professionally
- recognize and apply effective phone, voice-mail, and e-mail techniques
- describe and apply the concept of effective time management
- formulate plans to efficiently manage their time
- perform and apply common billing practices and the mechanics of law office time keeping
- illustrate the mechanics of effective file management
- recognize, evaluate, and justify the realities of office politics
- recognize, evaluate, and apply methods to work effectively with "challenging" clients, attorneys, and colleagues.
- identify and apply the rules of estate planning and prepare law office documents.
- identify and define the concepts and terminology involved in family law.
- develop expertise in keying legal material – improving keying skills in both speed and accuracy

GRADING:

Assignments	25%
Quizzes & Tests	35%
Professionalism	10%
Final Exam	30%

Note: Speed, accuracy, as well as proofreading and correction skills will be fundamental in the evaluation of legal documents prepared

What is Professionalism?

Webster's Dictionary definition of professionalism is, "the conduct, aims, or qualities that characterize or mark a profession or a professional person." While that definition of professionalism defines the word, it does little to help us understand which qualities and characteristics are important, or how we can demonstrate our professionalism throughout the semester. Practicing the key concepts (listed below) will help you to master professionalism and prepare you to display this important aspect of your working self throughout the semester and during any work experience placement.

The students will demonstrate professionalism and job success skills through:

- **Conduct & Character** – Your values, behaviors, and the demeanor in which you perform your daily tasks.
 - This includes consistent attendance or online presence; fulfilling your duties properly, and in a timely manner while respecting the learning of others and projecting a professional image; conducting yourself with integrity: a concept of consistency of actions, values, methods, measures, principles, expectations, and outcomes; striving to be regarded as honest and truthful.

- **Competency & Excellence** — the quality of being outstanding or extremely good at what you do; surpassing ordinary standards; A display of competence indicates sufficiency of knowledge and skills that enable someone to act in a wide variety of situations.
 - Ability to complete work at a high standard or high quality. Capable and willing to participate in on-line activities and discussion forums with substantive and quality contributions reflecting your knowledge of course content. In order to demonstrate excellence, you must take initiative to go beyond what is required and display a commitment to continually make improvements; exhibit an understanding of your roles and responsibilities and be accountable for them; be committed to problem solving and trouble shooting, while also aiding those around you.

- **Collaboration & Team work**--the ability to work collaboratively, while demonstrating professional and ethical conduct with classmates and instructors
 - o Displaying the best aspects of teamwork, and practicing good communication skills.

GRADE CONVERSION CHART:

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

**Note: all Academic and Administrative policies are available at

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Weekly Timeline

You will use your **Law Office Skills** textbook for the Law Office Practices and the Practical Protocols, your Legal Keys Text for the keying drills and assignments, and your Outlook text for email & calendar assignments

<p>Week 1 Please use part of this week to get yourself prepared for the course.</p> <p>Get to know your course Moodle site, introduce yourself in the "introduction forum" and read through the course outline and timeline.</p> <p>Ch. 1 Professionalism Lecture Assignment: Law Office Practice 1-1,1-2,1-3,1-4 Practical Protocol #5A & 7 LEGAL KEYS Pg 33-34 All assignments will be due at the beginning of next week's first class</p> <p>Ch 1 Quiz next Tuesday</p>	<p><u>Questions or important notes:</u></p> <p>Use this area to write yourself any notes or questions you may have each week and want to ask me later.</p>
<p>Week Two Ch.2 Telephone Etiquette Lecture Assignment: Law Office Practice 2-8, 2-10 ,2-11, 2-12 Practical Protocol 3, 4, & 6 : LEGAL KEYS: Pg 35-37</p> <p>Ch 2 Quiz</p>	
<p>Week Three Ch 3 Time Management Lecture Assignment: Law Office Practice 3-4, 3-7, 3-8, 3-10, 3-12 Practical Protocol #6 LEGAL KEYS: None</p> <p>Ch 3 Quiz</p>	

<p>Week Four & Five Ch. 4 Timekeeping & Billing Lecture Assignment: Law Office Practice 4.1 - 4.10 Extra Assignments (in Moodle) LEGAL KEYS: PG. 37-40 Ch 4 Quiz</p>	<p><u>Questions or important notes</u></p>
<p>Week Six Ch. 5 File Management Lecture Assignment: Law Office Practice 5-1, 5-2, 5-3, 5-4 Practical Protocol 2 & 3 LEGAL KEYS Pgs: 41- 44 Ch 5 Quiz</p>	
<p>Week Seven Ch 6 Document Mgt. Lecture Assignment: Law Office Practice 6-1, 6-2, 6-5 Practical Protocol 1 & 3 LEGAL KEYS Pg. 52-61 Ch 6 Quiz</p>	
<p>Week eight Ch. 8 Office Politics Lecture Assignment: Law Office Practice 8-2, 8-3, 8-4, 8-5 Practical Protocol 2a Additional Assignment (in Moodle) LEGAL KEYS Pg. 61-64 Ch 8 Quiz</p>	
<p>Week nine Ch 9 Human Dynamics in a Law Office Lecture Assignment: Law Office Practice 9-1 to 9-11 LEGAL KEYS Pg. 65-69 Ch 9 Quiz</p>	

<p>Week ten Introduction to Wills & Estates Will Lecture #1 Assignment: Wills& Estates Assignment #1 LEGAL KEYS Pg.256-259 Will Quiz 1</p>	
<p>Week eleven Will Lecture #2 Assignment: Will & Estates Assignment #2 (EPA &PD Questions) LEGAL KEYS Pg. 259 -265 Will Quiz 2</p>	<p><u>Questions or important notes</u></p>
<p>Week twelve Will Lecture #3 Assignment: Wills & Estates Assignment #3 (Probate Terminology Activity) LEGAL KEYS Pg. 265- 272 Will Quiz 3</p>	
<p>Week Thirteen Will Lecture #4 Assignment: Wills & Estates Assignment #4 LEGAL KEYS Pg. 272-282 Will Quiz 4</p>	
<p>Week fourteen An Introduction to Family Law Assignment: Terminology Activity LEGAL KEYS Pg.150-159</p>	
<p>Week fifteen Review & Study for Final Exam</p>	