COURSE OUTLINE: OAD114 - ADMIN OFF PROCEDURES

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Course Code: Title	OAD114: ADMINISTRATIVE OFFICE PROCEDURES
Program Number: Name	2086: OFFICE ADMIN-EXEC
Department:	OFFICE ADMINISTRATION
Academic Year:	2023-2024
Course Description:	This course introduces students to the administrative profession, basic office procedures, and office technology. The global economy requires administrative professionals to have knowledge of broad business practices and a diverse skill set. Some topics to be covered include human resource functions, project management, organizational structure, handling incoming and outgoing mail, management and leadership concepts, making critical business decisions, soft skills, time management and prioritizing, and interpersonal skills.
Total Credits:	2
Hours/Week:	4
Total Hours:	28
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Substitutes:	OAD102, OEL140
This course is a pre-requisite for:	OAD103, OAD150, OAD209, OAD302
Vocational Learning Outcomes (VLO's) addressed in this course: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**2086 - OFFICE ADMIN-EXEC** VLO 1 Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics. VLO 2 Manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities. VLO 3 Coordinate the collection, analysis, distribution and response to communications in the workplace to facilitate the flow of information. VLO 6 Produce financial documents and reports by identifying and compiling relevant information and using accounting software. VLO 7 Prepare and produce a variety of business documents using available technologies and applying industry standards. VLO 8 Use interpersonal, leadership and client service skills to respond to diversity and to support the vision and mission of the organization. VLO 11 Organize and coordinate meetings, conferences, special events and make travel arrangements, including the preparation of related documentation.
Essential Employability	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form

Skills (EES) addressed in this course:	that fulfills the purpose and meets the needs of the audience.
	EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
	EES 5 Use a variety of thinking skills to anticipate and solve problems.
	EES 6 Locate, select, organize, and document information using appropriate technology and information systems.
	EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
	EES 10 Manage the use of time and other resources to complete projects.
	EES 11 Take responsibility for ones own actions, decisions, and consequences.
Course Evaluation:	Passing Grade: 50%, D A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.
Books and Required Resources:	Administrative Office Procedures for the Canadian Office by Kilgour, Kilgour, Rutherford, Burton, Shelton Publisher: Pearson Canada Inc. Edition: 10 ISBN: 9780133951646 Canadian Edition

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Identify changing technology, needs, and resources related to the administrative profession.	1.1 Describe current office trends. 1.2 Explain the background of the title secretary. 1.3 Differentiate between the role of an executive assistant and that of a personal assistant. 1.4 Define the role of the administrative assistant. 1.5 Describe the role of the legal and the medical administrative assistant. 1.6 Explain how the Information Age has affected the role of the administrative professional. 1.7 Describe ways the administrative professional uses electronic equipment to accomplish the job. 1.8 Describe the expected future for employment of the administrative professional.
Course Outcome 2	**Learning Objectives for Course Outcome 2**
Use effective interpersonal skills for the workplace to assist the completion of individual and team tasks and to promote the image of the organization. Contribute to the identification of and management of confidential information.	2.1 Define interpersonal skills, and identify interpersonal skills that professionals display in the workplace. 2.2 Describe productive team behaviours and how to cope with non-productive behaviours within a team. 2.3 Discuss guidelines for providing and accepting feedback in a positive, respectful, and professional manner. 2.4 Give examples of personal and organizational information that should be kept confidential and secure. 2.5 Describe what is meant by personal qualities and explain why they are important in the workplace. 2.6 Recognize positive and negative behaviours associated

with office politics. 2.7 Apply ethical principles to workplace situations, including the handling of confidential information. 2.8 Explain why change is inevitable in the office and how administrative professionals should handle change. 2.9 Identify strategies for dealing with stress. 2.10 Recognize the appropriate types of humour to use in the office environment. 2.11 Develop a personal framework for ethical behaviour.	
Course Outcome 3	**Learning Objectives for Course Outcome 3**
Recognize the importance of cultural literacy in the workplace.	3.1 Describe multiculturalism. 3.2 Comprehend the importance and benefit of diversity. 3.3 Describe cross-cultural competence. 3.4 Describe methods for developing cross-cultural awareness. 3.5 Identify ways for improving international communication across cultures. 3.6 Discuss the importance of international business relations. 3.7 State important considerations when travelling to foreign countries and hosting international visitors.
Course Outcome 4	**Learning Objectives for Course Outcome 4**
Search for pertinent information effectively.	4.1 Identify the services provided by libraries. 4.2 Classify reference titles used in business. 4.3 Recommend sources to consult to find articles in print. 4.4 Identify the purpose of different directories. 4.5 Explain the benefits of an online computer search.
Course Outcome 5	**Learning Objectives for Course Outcome 5**
Apply time management and organizational skills to facilitate the completion of tasks and to develop a plan to meet deadlines in the workplace. Adapt to unforeseen circumstances, changing priorities, and timelines.	5.1 Define the concept of Total Quality Management. 5.2 Explain how Total Quality Management affects the work of an administrative professional. 5.3 Outline methods for working efficiently, establishing work priorities, avoiding and handling interruptions, dealing with procrastination, managing large projects, and preparing for daily tasks. 5.4 Collaboratively plan team tasks and responsibilities. 5.5 Negotiate and/or accept task and project deadlines. 5.6 Use and update calendar and reminder systems. 5.7 Identify and recommend improvements to work processes to enhance productivity and operational efficiency, such as: - Suggestions for organizing office supplies and the workstation. - Procedures to ensure accuracy when proofreading keyed work. - Methods for practicing environment consciousness in an office. - Prepare a daily plan chart.
Course Outcome 6	**Learning Objectives for Course Outcome 6**
Recognize organizational structures in the workplace	6.1 Compare the structure of a simple line organization with the structure of a line-and-staff organization.

	and plan ergonomically designed office layouts.	6.2 Compare participatory management with the line-and-staff management style. 6.3 Interpret an organization chart. 6.4 Apply knowledge of ergonomics: - Describe the physical features of the landscaped office. - Assess the advantages and disadvantages of working in an open office. - Describe how office ergonomics involves furniture, lighting, acoustics, and position of equipment in the office. 6.5 Apply knowledge of health and safety guidelines (i.e., the Occupational Health and Safety Act, 1990).
	Course Outcome 7	**Learning Objectives for Course Outcome 7**
	Identify the importance and use of office technology.	7.1 Explain the administrative assistant role in using a computer in the office. 7.2 Explain how the office professional may use the Internet to improve efficiency in the office. 7.3 Research information for the most cost-effective, high-volume copier. 7.4 Identify call management services offered by local telephone companies. 7.5 Identify office telephone equipment. 7.6 Demonstrate communication skills needed for effective use of the telephone. 7.7 Describe the advantages and disadvantages of voicemail. 7.8 Discuss the function of an Interactive Voice Response system. 7.9 Describe the procedures for answering, transferring, conferencing, and screening office calls. 7.10 Describe the procedure for placing and receiving long-distance calls. 7.11 Determine the appropriate time to call offices in another time zone.
	Course Outcome 8	**Learning Objectives for Course Outcome 8**
	Organize and process electronic and paper communications to assist the flow of information in the workplace, including electronic and traditional forms of mail.	8.1 Identify the benefits of electronic mail. 8.2 Compare different methods of technology-based mail. 8.3 Explain the procedures for processing incoming mail. 8.4 Describe the duties involved in answering mail when your employer is absent. 8.5 Discuss the privacy expectations that accompany the administrative assistant role. 8.6 Describe the special mailing services available from Canada Post. 8.7 State what items are prohibited from being mailed. 8.8 List postal services that exist for international mail. 8.9 Demonstrate proper envelope addressing. 8.10 Describe methods of delivery that are alternatives to those offered by Canada Post.
	Course Outcome 9	**Learning Objectives for Course Outcome 9**

Outline the basic elements of project management.	9.1 Recognize the difference between a project and ongoing work. 9.2 Understand concepts related to the theory of project management. 9.3 Define the role of the project manager and the project assistant. 9.4 Identify project management software options.
Course Outcome 10	**Learning Objectives for Course Outcome 10**
Handle front-line reception.	10.1 Describe the primary role of a virtual receptionist. 10.2 Provide guidelines for managing the scheduling and cancelling of office appointments. 10.3 Explain advantages and drawbacks of using an electronic calendar system in the office. 10.4 Explain techniques for keeping a well-ordered appointment book. 10.5 Describe the courtesies necessary when receiving office visitors. 10.6 Explain how to interrupt and terminate a meeting. 10.7 Explain how to refuse an appointment. 10.8 Demonstrate how to handle difficult customers. 10.9 Discuss the function of the Better Business Bureau. 10.10 Demonstrate procedures for dealing with abusive customers. 10.11 Discuss tips for hosting international visitors. 10.12 Outline the procedures for recording effective telephone messages.
Course Outcome 11	**Learning Objectives for Course Outcome 11**
Organize travel arrangements and prepare the related documentation accurately and in appropriate format.	11.1 List the services provided by the Internet, travel departments, and travel agencies. 11.2 Indicate the information needed before contacting a travel agent about a proposed trip. 11.3 Describe the advantages of making online airline reservations. 11.4 Explain how jet lag can affect a business trip. 11.5 Read the 24-hour clock. 11.6 Describe the procedures for making flight, car, and hotel reservations. 11.7 State the requirements for acquiring passports, visas, and immunizations. 11.8 Describe the implications for the traveller of the need for increased security in airports. 11.9 Discuss the differences between priorities of time in different cultures. 11.10 Discuss the differences in the status of women in business in different cultures. 11.11 Outline administrative responsibilities before, during, and after an executives trip. 11.12 Prepare an itinerary. 11.13 Prepare a travel fund advance. 11.14 Prepare a travel expense voucher.

	Evaluation Type	Evaluation Weight
Evaluation Process and Grading System:	Chapter Assignments	35%
	Chapter Homework Questions	20%
	Chapter Tests	30%
	Microcredential Telephone and Email Basics	15%

Date: June 23, 2023

Addendum: Please refer to the course outline addendum on the Learning Management System for further information.