

Sault College[^] of Applied Arts and Technology sault ste. marie

Course Outline

INTERMEDIATE TYPING

SPR 107-5

INTERMEDIATE OFFICE PROCEDURES

SEMESTER 1

TEXTS: Professional Applications in Typewriting, Farmer, Graham, Jenkins;
Gage Educational Publishing, Agincourt, Ontario
Office Procedures 2000, Westgate; Gage Publishing

EVALUATION: All production must be 100% accurate in form and set-up and each page must be "mailable".

Day to day work will be graded "U" (unsatisfactory) or "S" (satisfactory). If work is marked "U", that piece of material must be redone on student's own time, or if all class work is caught up, then class time would be allowed.

Timed writings will be given twice per week.

Tests will be graded A, B, C, I. An "I" test can be repeated at the instructor's discretion, but the highest mark that can be obtained on a repeated test is a "B".

A = 85 - 100
B = 70 - 84
C = 60 - 69
I - Below 60

ATTENDANCE IS MANDATORY.'

STUDENT MUST COME TO CLASS WITH HER OWN SUPPLIES_____BORROWING IS DISCOURAGED'.

GENERAL OBJECTIVES

1. To provide the student with a review of the principles of centering and to have student apply these principles to business tasks.
2. To begin skill development in the setting up of letters.
3. To provide student with an understanding of the services offered by Canada Post and to help student to apply these services to the solution of business problems.
4. To introduce student to the procedures used for handling of incoming and outgoing mail.
5. To introduce student to table typing.
6. To provide student with an understanding of the telephone services and equipment offered in Canada.
7. To introduce student to the procedures for handling calls.
8. To develop an understanding of related business terms.

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GENERAL OBJECTIVES - cont'd.

9. To understand terminology used regarding telephone services.
10. To give student practice in typing telegrams.
11. To understand the Telex machine.
12. To introduce student to a wide variety of multi-column tables and statistical reports in arranged and unarranged form, typewritten and handwritten.
13. To develop student's knowledge and understanding of telecommunications services.
14. To increase student's awareness of the services financial institutions offer to business.
15. To assist student in understanding and applying acceptable procedures when banking for employer; when handling receipts and issuing payments; when handling petty cash funds; and when preparing and managing a departmental budget.

SPECIFIC OBJECTIVES

1. Student will review basics of the typewriter (margin setting, tabs, ribbon changes,
2. Student will know and apply the principles for centering typewritten material.
3. Student will centre typewritten copy and will develop competence in producing centered material.
4. The student will be typing at a rate of 27 wpm in a five-minute timed writing, with a maximum of three errors.
5. Student will list the classes of mail and identify the circumstances under which each class is used.
6. Student will address envelopes in accordance with preferred practices.
7. Student will apply procedures for handling of incoming mail in office.
8. Special services offered by Canada Post will be defined.
9. Automated mail-handling equipment will be understood.
10. Terms relating to postal services will be defined.
11. Student will be tested on above material.

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12. Student will do table typing.
13. Student will develop skill in typing letters which include quotations and enumerations.
14. Student will develop skill in using erasing techniques & correcting devices, and in assembling and using carbon packs.
15. Student will develop production skill in typing mailable business letters and envelopes.
16. Student will be typing at a rate of 32 wpm with a maximum of three errors.
17. Student will locate information contained in telephone directory.
18. Student will describe procedures for placing and handling local and long distance calls.
19. Student will be able to process calls on the six-button telephone set.
20. Student will identify auxiliary telephone services and specify what they accomplish.
21. Student will be able to determine the appropriate times to place calls to parties residing in time zones other than our local one.
22. Student will be tested on above.
23. Student will learn and apply placement rules for setting up and typing tables with titles, subtitles, column heads, footnotes, leaders, and vertical and horizontal rulings.
24. Student will develop speed and accuracy in producing tables while in a timed situation.
25. Student will reach a typing speed of 37 wpm, maximum of three errors.
26. Student will describe services provided by chartered banks, trust companies, and mortgage corporations.
27. Student will describe current account service and procedures for opening a business account.
28. Student will understand all other kinds of bank accounts and procedures for making deposits, withdrawals, etc.
29. Student will prepare a bank reconciliation statement.
30. Student will understand how to issue cheques.

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<u>Objective 1</u>	Week 1	<u>Horizontal & vertical centering</u> , working on Part I of text Timed production work and timed writings TIME: 3 periods
<u>Objective 2</u>	Week 1	<u>Postal Services</u> , ch. 7 (O.P. text) - classes of service - postal codes TIME: 2 periods
<u>Objective 3</u>	Week 2	Continuation of Part I of text (centering) Timed writings TIME: 3 periods
<u>Objective 4</u>	Week 2	Postal Services, ch. 7, cont'd. - special services, registered, certified, special delivery, etc. - money orders - postage meters TIME: 2 periods
<u>Objective 5</u>	Week 3	<u>Business letters</u> , Part 2, text - two-page letters - letters with multiple carbon copies - personal business letters - simplified letter style TIME: 3 periods

<u>Objective 6</u>	Week 3	Postal Services, ch. 7, cont'd. - handling incoming mail - Test on postal services TIME: 2 periods
<u>Objective 7</u>	Week 4	<u>Squeezing in and spreading out of letters in words</u> - letters, cont'd., with subject line and attention line - b.c.c.'s TIME: 3 periods
<u>Objective 8</u>	Week 4	<u>Telephone Services</u> , ch. 8 CO.P. text) - general telephone information - long distance calls - time zones TIME: 2 periods
<u>Objective 9</u>	Week 5	Letters, cont'd. - with enumerations - official letter style - punctuation styles TIME: 3 periods
<u>Objective 10</u>	Week 5	Telephone services, cont'd., ch. 8 - equipment and special service sets - WATS lines - PBX and Centrex TIME: 2 periods

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<u>Objective 11</u>	Week 6	Letters, cont'd. - special notations - review of letter styles TIME: 3 periods
<u>Objective 12</u>	Week 6	Test on ch. 8 - telephone services TIME: 2 periods
<u>Objective 13</u>	Week 7	Production timing on letters Test on business letters TIME: 3 periods
<u>Objective 14</u>	Week 7	<u>Telecommunications</u> , ch. 9 (O.P. text) - telegrams - cablegrams - Telex TIME: 2 periods
<u>Objective 15</u>	Week 8	<u>Tables & Statistical Reports</u> , Part III - boxed tables TIME: 3 periods
<u>Objective 16</u>	Week 8	Special telecommunication services TIME: 2 periods
<u>Objective 17</u>	Week 9	Financial Reports TIME: 3 periods

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<u>Objective 18</u>	Week 9	Test on telecommunications TIME: 2 periods
Objective 19	Week 10	Multi-column tables TIME: 3 periods
<u>Objective 20</u>	Week 10	<u>Banking</u> , ch. 21, (O.P. text) - accounts and kinds of service available - handling cheques and making deposits TIME: 2 periods
<u>Objective 21</u>	Week 11	Boxed tables Statement of Income & Deficit TIME: 3 periods
<u>Objective 22</u>	Week 11	Banking, cont'd., ch. 21 - reconciling bank statements TIME: 2 periods
<u>Objective 23</u>	Week 12	Typing of balance sheets TIME: 3 periods
<u>Objective 24</u>	Week 12	Banking, cont'd., ch. 21 - money orders - bank drafts - petty cash procedures TIME: 2 periods

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<u>Objective 25</u>	Week 13	Production timing on statements, tables, balance sheets TIME: 3 periods
<u>Objective 26</u>	Week 13	Banking, cont' d., ch. 21 - budgeting - review on banking TIME: 2 periods
<u>Objective 27</u>	Week 14	Test on typing, parts I, II, III TIME: 3 periods
<u>Objective 28</u>	Week 14	Test on Office Procedures - chapter 7 - chapter 8 - chapter 9 - chapter 21 TIME: 2 periods

NOTE: Pages 4 - 8 are guidelines and could be changed throughout the semester. Some sections might require more time——others, less.