

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Title: SECRETARIAL CENTRE
Code No.: SCC 100
Program: OFFICE ADMINISTRATION
Semester: ONE AND TWO
Date: SEPTEMBER 1986
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New: _____ Revision: X

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CALENDAR DESCRIPTION

<u>SECRETARIAL CENTRE</u>	<u>SCC 100</u>
Course Name	Course Number

PHILOSOPHY/GOALS;

The first year secretarial students assume the role of secretaries for a period of two weeks during their first year at Sault College. This time gives the students exposure to a "real work experience" and prepares the students for on-the-job training required as part of the curriculum in second year.

METHOD OF ASSESSMENT (GRADING METHOD);

Students are graded on their performance during the weeks in the Secretarial Centre as follows:

S^a Satisfactory
U = Unsatisfactory

The categories for evaluation include the following: punctuality, grooming, interest, attitude, organization, initiative, dependability, judgment, cooperation, quality of work, quantity of work, telephone, contact with clients and comprehension of instructions.

COURSE LENGTH:

Students work in the Secretarial Centre for a two week period of time - one week during the first semester and one week during the second semester. If a student obtains a grade of Unsatisfactory, he/she will be required to work for an additional week. Also, if a student is absent for any period of time during his/her regularly scheduled week in the Centre, he/she will be required to make up that time. If a student does an outstanding job during the first semester, he/she may be exempt from working in the Centre during the second semester.

The hours of operation for the Secretarial Centre are from 9:00 a.m. to 3:00 p.m. Monday to Friday. Students are obliged to attend an orientation session during the Friday prior to their week in the Centre. Lunch breaks and coffee breaks will be arranged by the receptionist.

If a student is sick or for other legitimate reasons cannot report on a scheduled day, the student is asked to inform the Office Manager by phoning 949-2050, Extension 249.

GENERAL OBJECTIVES;

1. To give each secretarial student the opportunity of working in an office situation. To create an employee/employer atmosphere different from the classroom.
2. Students will be expected to use their skills and judgments and to produce the same high-quality work as expected in a business office.
3. Students are expected to exercise confidentiality concerning all their work.
4. Students will utilize their secretarial skills, I.e. shorthand, typing, general office procedures, filing, telephone techniques.
5. Students will develop the proper attitude and good work habits necessary in order to be successful in business.

SPECIFIC OBJECTIVES:

Students must be able to perform to the following standards:

1. Take shorthand when required and transcribe notes and/or transcribe from machine with speed and accuracy to produce MAILABLE COPY (must be 100% accurate).
2. Type and reproduce work accurately, economically and rapidly.
3. Develop good telephone manner as well as learn the operation of a telephone.
4. Use his/her own Initiative and judgment.
5. Be able to work under pressure.
6. Develop the ability to work with people effectively and professionally.

GENERAL INFORMATION ABOUT WORKING IN THE SECRETARIAL CENTRE:

1. Once you begin to work in the Secretarial Centre you will no longer be considered a student. You are an "employee" during your scheduled time in the Centre.
2. On the Friday prior to your week in the Centre you will be given a desk manual to read and a brief Introduction to the Centre. On Monday morning a video tape will be shown at 9:00 a.m. As an employee you will be expected to perform the duties as set out with 100% accuracy. If you have any questions or problems be sure to ask the Office Manager.

At the completion of the week you will meet with the Office Manager for an employee evaluation. You are required to write a paragraph evaluating your experience in the Secretarial Centre.

You will be assessed on the work you have completed during the week, so you must keep a record of the job numbers you complete in order that they may be referred to in the files.

As an employee you will be working for the faculty of Sault College. You will receive work from various departments of the College. It may be English, Mathematics, Technology, etc. The work submitted is not for practice, but rather to be completed professionally in a manner becoming to the office and is to be treated confidentially.

You may also type work for students attending Sault College or for persons working outside the College. Faculty and administration work must be completed before beginning this type of work.

You are responsible for the work submitted, its completion, and the client being notified when the work is completed. Thus, specific forms are to be completed and proper filing must be adhered to in order to ensure that work is not misplaced. Either telephone the client or put a notice in his/her mail box when the work is completed letting him/her know when to pick up the work. Do not put work in mail boxes unless requested to do so. Turn-around time is 24 hours.

In order to make multiple copies we use the following methods: carbon paper - use for letters; photocopies - up to a maximum of 5 copies; and printing in the College's Printing Department - over 5 copies. NOTE: Photocopies and printing will be done only for persons in the Business Department. If you have any questions or are uncertain as to which method to use, please ask the Office Manager.

If you leave the office for any length of time, i.e. breaks, lunch, deliveries, please let the Office Manager know where you are going and how long you expect to be.

Appropriate dress must be worn when working in the Secretarial Centre. Blue jeans are not allowed and neither are worn out cords or running shoes. There is no smoking, drinking, or food allowed in the Centre.

Allowances are not made for students with part-time jobs. If you have a part-time job, please make arrangements with your employer since you are required to be in school until 3:00 p.m. the week you are scheduled in the Centre. Please arrange doctor and dentist appointments for other than your week in the Centre.

Students are responsible for work in the classes missed during their week in the Secretarial Centre. However, they will be allowed to attend the writing of tests. Let the Office Manager know the time of the test.

POSITION DESCRIPTION - SECRETARY/RECEPTIONIST AND TYPIST;

GENERAL ACCOUNTABILITY:

Performs a variety of secretarial, receptionist and typist duties as required.

DUTIES:

- answers the telephone and takes messages for faculty members
- greets clients and completes work order forms for work submitted
- advises clients of turn-around time and notifies clients when work is completed
- prepares daily summary of work submitted
- maintains a filing system for work coming in and completed
- prepares work for clients
- keeps an up-to-date TO DO LIST

KNOWLEDGE AND SKILLS REQUIRED:

- knowledge of telephone techniques
- ability to deal with clients courteously and helpfully
- type, transcribe (shorthand or machine transcription)
- grammar, punctuation, spelling, etc.
- ability to organize and keep records
- read directions properly
- know various areas of the College (eg., AV, Central Stores, other offices)

SUPERVISION REQUIRED:

- works independently within established guidelines of desk manual
- the Office Manager is available to deal with problems not covered by normal procedures

TYPIST

- assists the secretary/receptionist with typing
- must be familiar with the duties of receptionist as typists are to relieve the secretary/receptionist on breaks
- works in close liaison with the secretary/receptionist