



OFFICE PROCEDURES (COMMON) - OPC10Q  
PREREQUISITES - NIL

GENERAL OBJECTIVES:

1. The student will gain an understanding of how a knowledge of office procedures assists the office worker in the business field.
2. The student will gain an understanding of the application of office procedures in both "traditional" and "electronic" offices.
3. The student will gain an understanding of the tasks common to all offices (small business to large corporation).
4. The student will become familiar with the office environment in the following areas:
  - equipment
  - ergonomics
  - organization
  - human relations•
5. The student will gain an understanding of the role and duties of a secretary (and related titles) in both the large and the small business" setting.
6. The student will gain an understanding of the various services in the business community (telecommunications, postal, courier, travel, office supply houses, equipment, vendors, etc.)

SPECIFIC OBJECTIVES - SEE CHAPTER OBJECTIVES

METHOD OF INSTRUCTION .

Video Presentations - films, videotape, filmstrip, slide and transparencies  
Guest Speakers  
Instructor presentation on text material and handouts  
Immediate feedback on student's application of learning through text and working papers  
Practical application of material through in and out-of-class use of working papers and/or instructor projects coupled with instructor feedback  
Tours (where applicable and feasible)  
Hands-on use of special-materials and equipment (where applicable and feasible)  
Feedback on test material designed to improve quality of responses on future testing  
Bulletin Boards and "handout" materials

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EVALUATION

<u>TEST NO.</u>	<u>OBJECTIVE COVERAGE</u>
1	Introduction, Chapters 1, 2, & 3
2	Chapters 5, 6, & 7
3	Chapters 8, 9, & Reprographics
4	Chapters 10, 11, & Word Processing
PERCENTAGE OP GRADE	TESTS - 85%
PERCENTAGE OP GRADE	JOBS - 15%
TOTAL	100%

GUIDELINES RE GRADING

If a student is not able to write a test oecause of illness, or a legitimate emergency, that student must contact the instructor prior to the test and provide an explanation which is acceptable to the instructor (medical certificates or other appropriate proof may be required). In cases where the student has contacted the instructor, and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the instructor, the student will receive a mark of "0" on that test- THERE WILL BE NO RE-WRITES OF TESTS OR QUIZZES,

JOBS and any other assigned work where a "due date" has been announced are due in the assigned class period-

On tests the following marking scheme will apply over and above content marking:

Proofreading and spelling	-5
Errors such as margin line length, centring, indentation, poor corrections	-2
Word Division	-1/2 to 2
Punctuation (minor)	-1/2
Punctuation (major-eg. proper noun or end of sentence)	-5
All other errors (poor correction, no enclosure notation, uncorrected carbon copy errors, etc.)	-2
Formatting error (minor)	-2
Formatting error (major)	-5

Field trips and guest speakers are arranged to supplement classroom activities. Attendance is mandatory. If a student is not in attendance, then the student will have *i* choice of either (a) a loss of 10% of the accumulative

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semester mark (daily work), or (b) preparing a paper relating to the field trip or topic under discussion - particulars to be approved by instructor.

5. A common 1-hour period has been tentatively set aside for guest speaker presentations.

GRADE/NUMERICAL EQUIVALENCIES;

A+ 95% - 100% - CONSISTENTLY OUTSTANDING  
A 85% - 94% - OUTSTANDING ACHIEVEMENT  
B 70% - 84% - CONSISTENTLY ABOVE AVERAGE ACHIEVEMENT  
C 60% - 69% - SATISFACTORY OR ACCEPTABLE ACHIEVEMENT  
R BELOW 60% - REPEAT - OBJECTIVES OF THE COURSE HAVE NOT BEEN ACHIEVED AND THE COURSE MUST BE REPEATED

MID-TERM REPORTING

S - Satisfactory Progress  
U - Unsatisfactory Progress  
R - Repeat (objectives have not been met)  
NR - Grade not reported to Registrar's Office. This grade issued to facilitate transcript production when faculty, because of extenuating circumstances, find it impossible to report grades by due dates.

COURSE OUTLINE SUBJECT TO CHANGE DEPENDING ON UNFORESEEN CIRCUMSTANCES.

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ESTIMATED TIMETABLE ONLY

<u>CHAPTER/ASSIGNMENT, ETC.</u>	<u>WK.</u>	<u>DATES</u>
REGISTRATION	1	Sept. 1
LATE REGISTRATION	1	Sept. 2
Review Course Outline	1	Sept. 6
Introduction: A Secretarial Career	1	Sept. 7-9
CH. 1 (3 periods)	2	Sept. 12-14
CH. 2 (3 periods)	2-3	Sept, 15-19
CH. 3 (3 periods)	3	Sept. 20-22
Test to be announced (1 period)	4	
CH. 5 (3 periods)	4	Sept. 27-29
CH. 6 (7 periods)	4, 5, 6	Sept. 30-Oct. 11
CH. 7 (8 periods)	6-7	Oct. 12-21
CH. 8 (4 periods)	8-9	Oct. 24-31
Test to be announced (2 periods) (CH. 5, 6, & 7)	8	
CH. 9 (5 periods)	9-10	Nov. 1-8
Reprographics-handout (5 periods)	10-11	Nov. 9-15
CH. 10 (5 periods)	11-12	Nov. 16-22
Test to be announced (2 periods) (CH. 8, 9, & reprographics)	12	
CH. 11 (5 periods)	12-13	Nov. 25-Dec. 1
Word Processing-handout (5 Periods)	13-14	Dec. 2-8
City Directory-handout (2 periods)	14-15	Dec. 9-12
Proofreading-handout (3 periods)	15	Dec, 13-15
Equipment Demo. Day (1 period)	15	Dec. 16
Test to be announced (2 periods) (CH. 10, 11, & Word processing)	16	
CLASSES END - DECEMBER 22, 1988		

Materials:

Text - SECRETARIAL AND GENERAL OFFICE PROCEDURES by Lucy Mae Jennings and Blanche M. Fedoruk (1984 - Prentice-Hall Canada Inc.)

Paperclips

Notepaper for lecture notes (type your choice)

Typing Paper (not corrasable bond)

Newsprint (file copies)

Manilla File Folders - 8 1/2" x 11", minimum of 3

Erasing Material (duplex eraser, liquid paper, etc., instructor will advise), "Lift-off" tape

Carbon Paper (heavy duty)

Dictionary - Webster's New World Dictionary, 3rd College Edition, Indexed Version.

COURSE DURATION:

16 wks. at five 50-minute periods per week

INTRODUCTION: A SECRETARIAL CAREER

LEARNING OBJECTIVES;

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to respond to questions in the following areas:

- the role of the secretary
- the types of offices where secretarial services are required
- the titles and the duties of secretaries in various types of offices
- ways a secretary can assist an executive
- preparing and typing a chronological vacation request list
- preparing a requisition for supplies

LEARNING ACTIVITIES:

Text Reading: pp. 3-6  
Jobs as Assigned: pp. 7-10

STUDENTS WILL RECEIVE LEARNING REINFORCEMENT FROM PRODUCTION PROBLEMS AND CHAPTER THEORY, AND INSTRUCTOR FEEDBACK ON JOBS AND WORKING FORMS. THIS APPLIES TO ALL SUBSEQUENT "LEARNING ACTIVITIES".

ESTIMATED TIME TO ACHIEVE: (3) 50-minute periods

Chapter 1 - HUMAN RELATIONS

LEARNING OBJECTIVES;

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to respond to questions in the following areas:

- the desirable personality traits and attitudes of an effective secretary
- explaining the possible arrangements for assigning a secretary to more than one executive
- the priorities to be considered when scheduling secretarial work assignments
- the secretary's responsibilities when deputizing work
- methods that save time when answering telephones for a group
- methods that increase filing accuracy when filing for more than one employer
- preparing and keeping a time distribution chart

LEARNING ACTIVITIES:

Text Reading: pp. 13-25  
Jobs as Assigned: pp. 26-27

ESTIMATED TIME TO ACHIEVE: (3) 50-minute periods



Chapter 2 - MANAGEMENT OF WORK AND TIME

LEARNING OBJECTIVES;

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to respond to questions in the following areas:

- methods for planning work efficiently
- the procedures that ensure accuracy when checking typewritten work
- ways in which slack time can be used to increase efficiency
- handling interruptions in work without wasting time
- methods of preparing for the next day's work
- the working area at a desk and the appropriate placement of equipment and supplies
- a tickler file and a reading file
- a daily plan chart

LEARNING ACTIVITIES:

Text Reading: pp. 29-43  
Jobs as Assigned: pp. 43-45

ESTIMATED TIME TO ACHIEVE: (3) 50-minute periods

Chapter 3 - ORGANIZATION STRUCTURE AND OFFICE LAYOUT

LEARNING OBJECTIVES;

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to respond to questions in the following areas:

- line organization and line and staff organization
- committee organizations, executive committees and informal organizations
- an organization chart
- the physical features of the landscaped office
- the advantages and disadvantages of working in a landscaped office

LEARNING ACTIVITIES:

Text Reading: pp. 47-54  
JoDs as Assigned: pp. 54-55

EVALUATION:

Test #1 - Introduction, Chapters 1, 2, & 3

ESTIMATED TIME TO ACHIEVE: (3) 50-minute periods  
(1) 50-minute testing period

Chapter 5 - DICTATION AND TRANSCRIPTION

LEARNING OBJECTIVES;

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to respond to questions in the following areas:

- efficient notebook techniques when taking shorthand dictation
- marking shorthand notes with signals and special instructions
- procedures for taking dictation over the telephone and at informal meetings
- method for taking dictation for completion of a form
- steps taken to produce error-free transcripts from shorthand notes and dictation equipment
- methods for keeping transcripts confidential
- procedures for addressing envelopes, assembling enclosures, and folding and inserting letters in envelopes
- transcribing, arranging, and submitting dictated letters for signature

LEARNING ACTIVITIES:

Text Reading: pp» 71-87  
Jobs as Assigned: pp. 87-89

ESTIMATED TIME TO ACHIEVE: (3) 50-minute periods

Chapter 6 - POSTAL INFORMATION AND MAIL SERVICES

LEARNING OBJECTIVES;

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- select the most suitable classification of domestic mail service for specified items
- distinguish between the three categories of mail - domestic, U.S.A., and international
- find information regarding the application of rates of postage to items of mail
- discuss the packaging and addressing of parcels in a manner acceptable for mailing
- identify when the following methods of postage payment should be used: postage stamps, postage meters, postage-paid-in-cash permit system, and business reply mail
- define the following postal services and recognize when it is advantageous to use each service: registered mail, certified mail, insurance, money orders, special delivery, C.O.D. service, redirection of mail, and lock box and bag service
- list the various kinds of common "courier" services
- define "electronic" mail
- describe "telepost" and "Intelpost" and describe how to use locally

LEARNING ACTIVITIES:

Instructor handout  
Possibly guest speaker

ESTIMATED TIME TO ACHIEVE; (7) 50-minute periods

Chapter 7 - FILING

LEARNING OBJECTIVES;

Given an in-class test consisting of T/P, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- describe the procedures for preparing records for filing
- identify correspondence and card filing supplies
- describe methods of record transfer and storage
- describe charge-out methods in filing
- index and alphabetize names in an alphabetic filing system
- prepare cross-reference cards for alphabetic filing
- compare alphabetic, subject, geographic, and numeric filing systems

LEARNING ACTIVITIES:

Text Reading: pp» 119-147  
JoDs as Assigned: pp. 147-152

ESTIMATED TIME TO ACHIEVE: (8) 50-minute periods

Chapter 8 - OFFICE CALLERS AND APPOINTMENTS

LEARNING OBJECTIVES:

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- schedule and cancel office appointments
- explain techniques for keeping a well-ordered appointment book
- describe the courtesies necessary when receiving office callers
- explain secretarial responsibilities regarding appointments in the following areas: (a) advance preparation; (b) interruption of the executive or the caller; (c) termination of the appointment
- prepare a daily appointment calendar
- type an appointment schedule from a daily calendar

LEARNING ACTIVITIES:

Text Reading: pp. 154-168  
Jobs as Assigned: pp. 168-171

EVALUATION:

Test #2 - Chapters 5, 6, and 7

ESTIMATED TIME TO ACHIEVE: (4) 50-minute periods  
(2) 50-minute testing periods

Chapter 9 - TELEPHONE AND TELEGRAPH USAGE

LEARNING OBJECTIVES:

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- use a telephone directory to locate information
- describe the procedures for answering and transferring office calls
- describe the procedures for placing and receiving long distance calls
- state the various kinds of long distance service
- identify basic telephone equipment and systems
- describe auxiliary telephone services
- determine the appropriate time to call offices in other time zones
- record telephone messages on telephone message blanks
- plan and record information needed before placing calls
- describe the classes of domestic and international telegraph service
- evaluate a telegraph message for completeness and conciseness
- determine the factors which could influence the delivery of international telegrams

LEARNING ACTIVITIES:

Text Reading: pp. 173-198  
Jobs as Assigned: pp. 199-200

ESTIMATED TIME TO ACHIEVE: (5) 50-minute periods

## REPROGRAPHICS - HANDOUT

LEARNING OBJECTIVES!

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- recognize and identify the differences between copying and duplicating
- specify which process is best suited to a variety of office reprographic needs (copy vs. duplicating)
- prepare typewritten originals for copy and facsimile masters
- discuss the necessity for controls in office copying
- identify items which are protected by law against illegal copying
- discuss the role of the copier in the integrated office
- list and discuss reprographic equipment and specialized reprographic services

## LEARNING ACTIVITIES

Reading: Handout  
Jobs: Handout

ESTIMATED TIME TO ACHIEVE; (5) 50-minute periods



Chapter 10 - MAKING TRAVEL ARRANGEMENTS

LEARNING OBJECTIVES:

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- list the services provided by travel agencies
- indicate the information needed before contacting a travel agent about a proposed trip
- classify the types of air-travel service
- describe the procedures for making flight, car, and hotel reservations
- interpret a flight timetable
- state the requirements for acquiring passports, visas, and immunizations
- outline the secretarial responsibilities before, during, and after an executive's trip
- prepare and type an itinerary
- prepare an expense account statement

LEARNING ACTIVITIES:

Text Reading: pp. 203-218  
JoDS as Assigned: pp. 218-220

EVALUATION:

Test #3 - Chapters 8, 9, and Reprographics

ESTIMATED TIME TO ACHIEVE: (5) 50-minute periods  
(2) 50-minute testing periods

Chapter 11 - ASSISTING WITH MEETINGS AND CONFERENCES

LEARNING OBJECTIVES:

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- describe the preliminary arrangements to be made for informal and formal meetings
- explain how to prepare notices for meetings and agendas
- describe the assembly of supportive materials before and after meetings
- compare the procedures for taking minutes in shorthand and with a tape recorder
- outline guidelines for typing minutes of informal and formal meetings
- prepare a notice of meeting in post-card form
- compose and type minutes from rough notes

LEARNING ACTIVITIES:

Test Reading: pp. 222-236  
Jobs as Assigned: pp. 236-239

ESTIMATED TIME TO ACHIEVE: (5) 50-minute periods

WORD PROCESSING - HANDOUT

LEARNING OBJECTIVES:

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- define word processing
- discuss the evolution of word processing
- describe the effect of word processing on the organization of the office and office personnel
- identify the basic components of a word processing system
- describe the equipment used in word processing
- discuss the integration of word processing and data processing

LEARNING ACTIVITIES:

Instructor handout

ESTIMATED TIME TO ACHIEVE: (5) 50-minute periods

CITY DIRECTORY - HANDOUT

LEARNING OBJECTIVES:

The student will demonstrate the ability to:

- discuss a buyer's guide and classified directory
- discuss an alphabetical name directory which lists residents' names, addresses, and occupations
- discuss an alphabetical street directory of householders and businesses
- discuss a numerical telephone directory

LEARNING ACTIVITIES

Instructor handout

ESTIMATED TIME TO ACHIEVE: (2) 50-minute periods

PROOFREADING - HANDOUT

LEARNING OBJECTIVES;

The student will demonstrate the ability to:

- utilize established proofreading techniques to locate typographical errors
- use the proper proofreader's marks to show the corrections on proofread copy
- recognize the importance and need for accurate grammar, punctuation, spelling, paragraphing, and word division

LEARNING ACTIVITIES:

Instructor handout

EVALUATION:

Test #4 - Chapters 10, 11, and Word Processing

ESTIMATED TIME TO ACHIEVE: (3) 50-minute periods  
(2) 50-minute testing periods