

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: SECRETARIAL CENTRE

Code No.: /SCC1£5/SCC 200

Program: OFFICE ADMINISTRATION

Semester: ONE AND TWO

Date: SEPTEMBER, 1988/JANUARY, 1989

Author: SHELLEY BOUSHEAR

New:

Revision:

APPROVED:

Chairperson

Date

PHILOSOPHY/GOALS ;

The first year Office Administration 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 - 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.

CODRSE 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 9:30 a.m. to 12:30 p.m., Monday to Friday. Students are required to attend an orientation session at 9:30 a.m. the Friday prior to their week in the Centre.

If the student is sick or for other legitimate reasons cannot report on a scheduled day, the student is asked to inform the technician or the teacher by phoning 759-6774, extension 426 or 677.

GENERAL OBJECTIVES;

1. To give each Office Administration student the opportunity of working in an 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, etc.
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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 an introduction to the Centre. As an employee you will be expected to perform the duties as set out with 100% accuracy.

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3. You are required to evaluate your experience in the Secretarial Centre on the form provided.
4. As an employee you will be working for all employees 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.
5. 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.
6. 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 mailbox when the work is completed letting him/her know when to pick up the work. Do not put work in mailboxes unless requested to do so. Turnaround time is 24-48 hours.
7. Photocopying is done for clients for file copies only. Printing of a large quantity is done in the College's printing department. Please note printing is done only for Business faculty and only after the client's work has been proofread.
8. Appropriate dress must be worn in the Secretarial Centre. Blue jeans, jogging suits, and running shoes are not allowed. Please talk to the teacher prior to working in the Centre if this is a problem for you. There is no smoking, drinking or food allowed in the Centre.
9. Allowances are not made for students with part-time jobs. If you have a part-time job, please make arrangements with your employer. Please arrange doctor and dentist appointments for other than your week in the Centre.
10. 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 teacher know the time of the test.
11. Students may use the word processing equipment to "store" draft documents, etc. Please ask the Secretarial Centre technician for assistance.

POSITION DESCRIPTION - SECRETARY/RECEPTIONIST AND TYPIST;**GENERAL ABILITY:**

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 turnaround time and notifies clients when work is completed
- prepares daily summary of work submitted
- maintains a filing system for work coming in and work 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 (e.g.. Media Services (Printing, A.V., etc.), Central Stores, other offices)

SUPERVISION REQUIRED:

- works independently within established guidelines of desk manual
- the teacher and technician are 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