

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO
This course will assist students in developing oral and written communication skills. Program to develop practical, work-related oral and written communication skills.

COURSE OUTLINE

OBJECTIVES

1. Read and comprehend at a level appropriate for college work.

2. Write clear, concise, and professional letters and reports.
3. Write clear, concise, and professional memos and patterns.

Course Title:

COMMUNICATION FOR OFFICE PROCEDURES
AND RETAIL SALES

Code No.:

ENG 146-3

Program:

OFFICE PROCEDURES AND RETAIL SALES

Semester:

ONE (FALL)

Date:

JUNE 1989

Author:

LANGUAGE AND COMMUNICATION DEPARTMENT

METHOD OF PRESENTATION

A variety of approaches will be used to assist students in achieving the course objectives: teacher presentation, reading and discussion, small group oral and written exercises, and testing.

New: _____

Revision: _____

X

METHOD OF ASSESSMENT

Students will be assessed by means of oral and written assignments, quizzes, tests, and participation.

APPROVED:

N. Koch
Chairperson

N. Koch

Date

June 15/89

COURSE DESCRIPTION

This course will assist students in the Office Procedures and Retail Program to develop practical, work-related oral and written communication skills.

OBJECTIVES

1. Read and comprehend at a level appropriate for college work.*
 2. Write clear, correctly-structured sentences of various lengths and patterns.
 3. Write unified, well-organized paragraphs.
 4. Write effective business letters and memos using inductive or deductive patterns and neutral, good, or bad news approaches.
 5. Write brief paragraph summaries of important ideas in a source.
 6. Develop a study glossary of business terms.
 7. Give oral or written responses to situations where professional judgement is required.
 8. Attend a scheduled library orientation and complete a follow-up exercise.
 9. Prepare a resume and cover letter.
- * Where pretesting indicates sufficient need, students will be referred to the **Learning Assistance Centre** to complete a Reading skills development program.

METHOD OF PRESENTATION

A variety of approaches will be used to assist students in achieving the course objectives: teacher presentation, reading and discussion, small group activities, oral and written exercises, and testing.

METHOD OF ASSESSMENT

Students will be assessed by means of oral and written assignments, quizzes, tests, and participation.

Letter grades will be assigned in accordance with the Language and Communications Department guidelines.

The following grade symbols will be used in recording final grades:

- "A+" - consistently outstanding
- "A" - outstanding
- "B" - above average
- "C" - satisfactory
- "R" - **repeat** (The student has not achieved the required objectives and must repeat the course.)

NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory attendance or performance.

ASSIGNMENTS AND PERCENTAGE GRADING

Objective One:	Reading	*
	(Individually assigned program based on need.)	
Objective Two:	Sentence development	5%
Objective Three:	Paragraph development	10%
Objective Four:	Business letters and memos	25%
Objective Five:	Summaries	10%
Objective Six:	Study glossary	10%
Objective Seven:	Professional judgement	15%
	(Oral and written responses)	
Objective Eight:	Library exercise	5%
Objective Nine:	Resume and cover letter	10%
Participation:	10%

* (Successful completion of a Reading or other program in the Learning Assistance Centre will form part of your Participation grade.)

TOTAL 100%

TEXTBOOKS

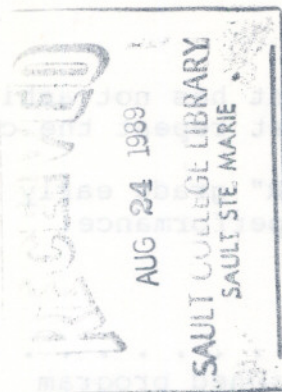
Students will be required to purchase the following texts:

1. Developing Writing Skill. Satterwhite-Tinervia. McGraw-Hill.
2. Webster's New World Compact Dictionary (School & Office). Prentice-Hall Press.
3. Roget's Thesaurus.

The following grade symbols will be used in recording final grades:

- "A+" - consistently outstanding
- "A" - outstanding
- "B" - above average
- "C" - satisfactory
- "R" - repeat (The student must repeat the course.)

Students who do not meet the objectives and requirements of the course for



NOTE: Students may be assigned an unsatisfactory attendance or

ASSIGNMENTS AND PERCENTAGE GRADING

Objective One: Reading (Individually as based on need.)	10%
Objective Two: Sentence development	10%
Objective Three: Paragraph development	10%
Objective Four: Business letters and memos	10%
Objective Five: Summaries	10%
Objective Six: Study glossary	10%
Objective Seven: Professional judgment (Oral and written responses)	10%
Objective Eight: Library exercise	10%
Objective Nine: Resume and cover letter	10%
Participation:	10%

* Successful completion of a Reading or other program in the Learning Assistance Centre will form part of your participation grade.

100%

TOTAL

TEXTBOOKS

Students will be required to purchase the following texts:

1. Developing Writing Skill, Saeferwhite-Tierstra, McGraw-Hill.
2. Webster's New World Compact Dictionary (School & Office), Prentice-Hall Press.
3. Roger's Thesaurus.