

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE OFFICE PROCEDURES
CODE NO.: OPCIOO **SEMESTER:** ONE
PROGRAM: OFFICE ADMINISTRATION - COMMON
AUTHOR: ELSIE LALONDE
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PREVIOUS OUTLINE DATED: SEPTEMBER, 1991

New:

Revision:

APPROVED

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DEAN, SCHOOL OF BUSINESS &
HOSPITALITY

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OPC100

COURSE NAME

' COURSE CODE

Total Credit Hours - 85 (17 weeks x 5 hours/week)

Prerequisite(s) - None

I. PHILOSOPHY/GOALS:

This course is an introduction to the basic office procedures and technology geared to reflect current changes in the workplace contrasting the traditional office of yesterday with the sophisticated electronic office of today. Topics to be covered include human relations, time management, postal requirements, appointment scheduling, travel and meeting arrangements, telephone techniques, banking, filing and job campaign activities.

II. STUDENT PERFORMANCE OBJECTIVES;

Upon successful completion of this course, the student will have:

1. Gained an understanding of how a knowledge of office procedures assists the office worker in the business field.
2. Gained an understanding of the application of office procedures in both traditional and electronic offices.
3. Become familiar with the office environment in the following areas: equipment, ergonomics, organization and human relations.
4. Gained an understanding of the role and duties of a secretary (and related titles) in both the large and small business setting. Duties students will become familiar with include greeting callers, handling mail responsibilities, making travel and meeting arrangements, filing and banking.
5. Acquired an understanding of the various services in the business community (telecommunications, postal, courier, travel, office supply houses, equipment, vendors, etc.)
6. Become familiar with job campaign activities in the following areas: locating job prospects, applying for jobs and job performance appraisal.

III. LEARNING ACTIVITIES (in the order to be covered)

INTRODUCTION A Secretarial Career	Text pp. 3-6 Problems: pp. 9-10 1 class
CHAPTER 1 Human Relations	Text: pp. 12-20 Questions: 1-10 Problems: pg.22 3 classes
3. CHAPTER 7 Filing & Information Management Filing Kit - On-the-Job Filing classifying, storing & retrieving	Text: pp. 123-141 and Questions: 1-30 14 classes
4. CHAPTER 2 Management of Work and Time	Text: pp. 24-41 Questions 1-29 Problems: pp. 43-45 5 classes
5. CHAPTER 3 Organization Structure & Office Layout	Text: pp. 46-55 Questions: 1-17 Problems: pg. 57 3 classes
CHAPTER 6 Incoming & Outgoing Mail	Text: pp. 93-119 Handouts Questions: 1-25 Problems: pg. 122 9 classes
7. CHAPTER 8 Office Callers & Appointments	Text: pp. 160-173 Questions: 1-25 Problem: pp. 175-176 5 classes

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| 8. | VERNON'S CITY DIRECTORY | Handouts
Questions
1 class | Handouts |
| 9. | CHAPTER 9
Telephone Usage | Text: pp. 177-195
Handouts
Questions 1-26
6 classes | |
| 10. | CHAPTER 10
Making Travel Arrangements | Text: pp. 200-210
Questions 1-27
Problems: pp. 212-213
5 classes | |
| 11. | CHAPTER 11
Assisting with Keetings and
Conferences | Text: pp. 214-22
Questions: 1-28
Problems: pp. 230-231
5 classes | |
| 12. | CHAPTER 14
Banking Transactions and Record
Keeping | Text: pp 278-293
Questions 1-28
Problems: pp. 296-298
6 classes | |
| 13. | CHAPTER 15
The Job Campaign | Text: pp. 300-316
Questions: 1-25
Problems: pending
5 classes | |

IV. **EVALUATION METHODS:**

Grade/Numerical Equivalencies:

A+	90-100%	Consistently Outstanding
A	80- 89%	Outstanding Achievement
B	70- 79%	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

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V. METHODS OF EVALUATION:

<u>Test No.</u>	<u>Weighting</u>	<u>Objective Coverage</u>
	20%	Chapter 1 (Human Relations), Chapter 2 (Time Management), Chapter 3 (Organization Structure & Office Layout)
	20%	Chapter 6 (Incoming & Outgoing Mail), Chapter 8 (Office Callers and Appointments; and Vernon's.
	20%	Chapter 9 (Telephone Usage) and Chapter 10 (Making Travel Arrangements), Chapter 11 (Assisting with Meetings)
		Chapter 14 (Banking Transactions and Record Keeping), and Chapter 15 (The Job Campaign)
	15	Filing
PERCENTAGE OF GRADE	PRODUCTION PROBLEMS/ASSIGNMENTS	= 5%
PERCENTAGE OF GRADE	TESTS	= 95%

GUIDELINES RE GRADING

If a student is not able to write a test because 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 prior to the test, the student will receive a mark of zero on that test. **THERE WILL BE NO REWRITES OF TESTS,**

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2. Production problems and any other assigned work where a "due date" has been announced are due in the assigned class period. Late assignments will not be accepted.
3. Each student will be required to keep a file in a designated classroom. This will facilitate the return of assignments, grades, and any messages the Office Administration faculty need to relay to the student.
4. 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 a choice of either (a) a loss of 10% of the accumulative semester mark (daily work), or (b) preparing a paper relating to the field trip or topic under discussion - particulars to be approved by the instructor.

V. REQUIRED STUDENT RESOURCES;

Textbooks;

1. Secretarial Procedures for the Automated Office, Canadian edition, Lucy Mae Jennings, Lauralee Kilgour, Prentice-Hall, Canada, Inc., 1990. (**Since working papers are required, do not purchase a used text**).
2. On-the-job Filing - Classifying, Storing, and Retrieving, by Eileen Laker, Copp-Clark Pitman Ltd., 1990.

Supplies; paperclips, notepaper, file folders (8 1/2 x 11), dictionary, and all the necessary typing supplies required

Note; This course outline is subject to change.