

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ON

COURSE OUTLINE

Course Title: OFFICE PROCEDURES - COMMON  
Course No.: OPC100  
Program: OFFICE ADMINISTRATION GENERAL  
Semester: ONE  
Author: SHELLEY BOUSHEAR. JOAN MOORE  
Date: SEPTEMBER 1998  
Previous Outline  
Dated: SEPTEMBER 1997

Approved:

School of Business & Hospitality  
and Computer Studies

**a**

Date

Total Credits: 5

Prerequisites: NONE

Length of  
Course: 2 HOURS A WEEK FOR 16 WEEKS

Total Credit Hours: 85

"^ ^ JUN 30 1999 "

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**L**     **COURSE DESCRIPTION:** 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 arrangements, meeting arrangements, telephone techniques, and use of the Internet.

**II**    **LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

**A.**     **Learning Outcomes**

1. Evaluate the changing role of the secretary in the business world.
2. Use effective interpersonal skills for the workplace to assist the completion of individual and team tasks and to promote the image of the organization.
3. Apply time management and organizational skills to facilitate the completion of tasks and to meet deadlines in the workplace.
4. Acquire an understanding of organizational structures, office layout, and ergonomics in today's modern office.
5. Identify the importance of transcription skills in the office environment.
6. Organize and process electronic and paper communications to assist the flow of information in the workplace.
7. Handle front-line reception.
8. Utilize the telephone and the Internet as productive, efficient, business tools.
9. Organize travel arrangements and prepare the related documentation accurately and in appropriate format.
10. Organize resources and services to prepare a suitable environment for business meetings and conferences.

**B.**     **Learning Outcomes with Elements of Performance**

Upon successful completion of this course the student will demonstrate the ability to

1. Evaluate the changing role of the secretary in the business world.

***Potential Elements of the Performance:***

- explain how the secretary may use electronic equipment to accomplish his/her role
- explain why office workers prefer titles other than "secretary"

*This learning outcome will constitute 1% of the course's grade.*

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2. Use effective interpersonal skills for the workplace to assist the completion of individual and team tasks and to promote the image of the organization.

***Potential Elements of the Performance:***

- apply ethical principles to workplace situations
- propose appropriate methods for handling confidential information in the workplace
- recognize the impact of personal image on the image of an organization
- work independently and as an effective team member in completing tasks in the business environment

*This learning outcome will constitute 8% of the course's grade.*

3. Apply time management and organizational skills to facilitate the completion of tasks and to meet deadlines in the workplace.

***Potential Elements of the Performance:***

- prioritize tasks
- accept responsibility for assigned tasks within a team
- negotiate and/or accept task and project deadlines
- use calendar reminder systems
- organize a work space

*This learning outcome will constitute 8% of the course's grade.*

4. Acquire an understanding of organizational structures, office layout, and ergonomics in today's modern office.

***Potential Elements of the Performance:***

- compare and contrast the structure of different types of business organizations
- analyze organizational structures to determine working and reporting relationships
- identify own position in the organizational structure and appropriate behaviours for interacting with management, coworkers, and clients
- apply knowledge of ergonomics to health, safety, and productivity concerns

*This learning outcome will constitute 8% of the course's grade.*

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5. Identify the importance of transcription skills in the office environment.

***Potential Elements of the Performance:***

- ' describe methods of keeping transcripts confidential
- describe procedures for assembling enclosures and for folding and inserting letters in envelopes
- transcribe handwritten letters and arrange and submit them for signature
- compare portable, desktop, and centralized dictation systems

*This learning outcome will constitute 8% of the course's grade,*

6. Organize and process electronic and paper communications to assist the flow of information in the workplace.

***Potential Elements of the Performance:***

- analyze incoming mail received in a variety of ways from internal and external sources to determine appropriate action
- determine appropriate paper and electronic distribution methods for a variety of internal and external mail
- prepare internal and external mail for distribution, including duplicating, and organizing documents
- identify special features on reprographic equipment that would make the administrative assistant's job more efficient

*This learning outcome will constitute 9% of the course's grade.*

7. Handle front-line reception.

***Potential Elements of the Performance:***

- listen effectively
- follow oral and written instructions
- make notes to record communications
- prepare a daily appointment calendar
- demonstrate how to handle difficult customers

*This learning outcome will constitute 8% of the course's grade.*

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8. Utilize the telephone and the Internet as productive, efficient, business tools.

*Potential Elements of the Performance:*

- apply knowledge of telephone and voice-mail systems to a variety of communication situations
- use appropriate content and manner for telephone conversations in a variety of business situations
- use the Internet to improve efficiency in an office situation

*This learning outcome will constitute 8% of the course's grade.*

9. Organize travel arrangements and prepare the related documentation accurately and in appropriate format.

*Elements of the Performance:*

- list the services provided by the Internet, travel departments, and 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 schedule
- state the requirements for acquiring passports, visas, and immigrations
- outline administrative responsibilities before, during, and after an executive's trip
- prepare an itinerary
- prepare a travel fund advance
- prepare a travel expense voucher

*This learning outcome will constitute 9% of the course's grade.*

10. Organize resources and services to prepare a suitable environment for business meetings and conferences.

*Elements of the Performance:*

- collect and organize detailed information concerning meeting arrangements
- apply knowledge of meeting purposes and procedures to organize appropriate facilities, equipment, services, and supplies
- accurately record meeting instructions and arrangements using summarizing skills and appropriate procedures
- produce documents to support meeting arrangements

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- communicate arrangements to meeting participants and service providers, using appropriate methods and technology
- confirm and monitor meeting arrangements

*This learning outcome will constitute 8% of the course's grade.*

**HL TOPICS:**

1. A Career as an Administrative Assistant
2. Human Relations
3. Management of Work, Time, and Resources
4. Organization Structure and Office Layout
5. Reprographics and Transcription Skills
6. Incoming and Outgoing Mail
7. Front-Line Reception
8. Telecommunications in the Office
9. Travel
10. Meetings and Conferences

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Administrative Procedures for the Canadian Office. 4th Edition, Lauralee Kilgour, Edward Kilgour, Lucy Mae Jennings, Sharon Burton, Nelda Shelton, Prentice Hall, Canada, Inc., 1997.

Internet Investigations in Business Communication. Leshin, Prentice Hall, Inc., ISBN 0130002291.

Manilla file folders - letter size

Paperclips, notepaper

**V. EVALUATION PROCESS/GRADING SYSTEM:**

1. Three Tests:

Role of the Secretary; Human Relations; Management of Work, Time, and Resources; Organization Structure & Office Layout. (25%)

Reprographics and Transcription Skills; Incoming and Outgoing Mail; Front-Line Reception. (25%)

Telecommunications in the Office; Making Travel Arrangements; Meetings and Conferences. (25%)

2. Projects:

Production problems/assignments. (25%)

Production problems and any other assigned work where a "due date" has been announced are due at the beginning of the assigned class period. Late assignments will not be accepted.

If a student is not able to write a test because of illness, or a legitimate emergency, that student must contact the professor prior to the end of the test and provide an explanation which is acceptable to the professor (medical certificates or other appropriate proof may be required). The student will then be able to write the test and receive the grade he/she achieves. In cases where the student has contacted the professor, and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., a penalty of 15 percent will be deducted from the test grade. In cases where the student has not contacted the professor prior to the test, the student will receive a mark of "0" on that test **THERE WILL BE NO REWRITES OF TESTS.**

**VL SPECIAL NOTES:**

1. All students should be aware of the Special Needs Office in the College. If you have any special needs such as being visually impaired, hearing disabled, physically disabled, learning disabilities, you are encouraged to discuss required accommodations confidentially with the professor and/or contact the Special Needs Office, Room E1204, Ext. 493, 544, 716, or 668, so that support services can be arranged for you.
2. Your professor reserves the right to modify the course as he/she seems necessary to meet the needs of the students.

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3. It is the responsibility of the student to retain all course outlines for possible future use in gaining advanced standing at other post-secondary institutions.
4. Students should refer to the definition of "academic dishonesty" in the "Statement of Student Rights and Responsibilities". Students who engage in "academic dishonesty" will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course, as may be decided by the professor.
5. 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 students.
6. All tests will be retained by the professor.