

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ON

COURSE OUTLINE

Course Title: OFFICE PROCEDURES

Course No.: OPE300

Program: OFFICE ADMINISTRATION - EXECUTIVE

Semester: THREE

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Previous Outline
Dated: SEPTEMBER 1997

Approved: Dean, School of Business & Hospitality and Computer Studies Date

Total Credits:

Prerequisites: OPC201

Length of Course: 3 HOURS A WEEK FOR 16 WEEKS + 1 HOUR A WEEK UNSUPERVISED

Total Credit Hours: 90

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1. **COURSE DESCRIPTION:** This course will prepare the student to work as an executive secretary. Emphasis will be placed on the development of the essential technical skills required by office professionals - preparing documents using word processing and spreadsheet software, composing business correspondence, maintaining paper and electronic records, editing and proofreading business documents, reporting information, preparing business graphics, annotating mail, and conducting basic research.

In addition, this course is designed to expand the student's personal management and teamwork skills. Students will be required to evaluate work, make decisions, set priorities, apply ethics and human relations skills, and exercise initiative. At the same time, emphasis will be placed on effectively managing time and resources, as well as working with individuals and groups.

n. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

A. Learning Outcomes:

1. Apply time management and organizational skills to facilitate the completion of tasks and to meet deadlines in the workplace.
2. Prepare related documentation for meetings, conferences, special events, and travel.
3. Apply recording and language skills to produce accurate business correspondence by a specified deadline using computer technology.
4. Maintain systems to ensure organized electronic and paper records for the workplace.
5. Organize, process, and respond to electronic and paper communications to facilitate the flow of information in the workplace.
6. Produce accurate financial records for the workplace within a specified time frame by compiling information and using appropriate software
7. Use effective interpersonal skills for the workplace to assist the completion of individual and team tasks and to promote the image of the organization.
8. Integrate the use of application software to produce accurate, organized business documents within a specified time frame.
9. Keyboard at 45 gross words per minute with 98 percent accuracy.

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2. Learning Outcomes with Elements of Performance:

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

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

Elements of the Performance:

prioritize tasks
plan team tasks and responsibilities
negotiate and meet deadlines
use calendar and reminder systems
research requirements for meetings, conferences, special events, and travel
organize appropriate facilities, equipment, services, and supplies
coordinate arrangements

This module will constitute 1% of the course grade.

2. Prepare related documentation for meetings, conferences, special events, and travel.

Elements of the Performance:

type minutes of meetings
prepare documentation to support and follow up meetings, conferences, special events, and travel plans
describe considerations involved with pre-meeting planning, i.e. scheduling the meeting, notifying participants, preparing and distributing materials
prepare an agenda

This module will constitute 20% of the course grade.

3. Apply recording and language skills to produce accurate business correspondence by a specified deadline using computer technology.

Elements of the Performance:

make notes of instructions and other detailed information
use correct business terminology

- use reference materials
- access application software through a computer operating system
- apply information processing skills
- proofread using a variety of techniques, including computer software
- use correct grammar, spelling, and punctuation
- draft routing correspondence
- convert draft information from electronic and paper sources into final-form business correspondence
- meet deadlines

This module will constitute 15% of the course grade.

4. Maintain systems to ensure organized electronic and paper records for the workplace.

Elements of the Performance:

- use procedures for opening, closing, and retaining files
- select and use appropriate storage and retrieval methods for electronic and paper records
- establish a system for organizing electronic and paper records
- maintain organized, current electronic and paper records

7/3^ module will constitute approximately 1% of the course grade.

5. Organize, process, and respond to electronic and paper communications to facilitate the flow of information in the workplace.

Elements of the Performance:

- listen effectively
- follow oral and written instructions
- make notes to record communications
- use correct business terminology
- analyze written communications received through electronic and paper communication systems to determine appropriate action
- complete a variety of forms to record communications and support the flow of information
- draft replies to routine correspondence
- compose clear and concise messages

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determine appropriate electronic and paper distribution methods for a variety of internal and external communications
prepare internal and external communications for distribution

This module will constitute 15% of the course grade.

6. Produce accurate financial records for the workplace within a specified time frame by compiling information and using appropriate software.

Elements of the Performance:

use reference materials
maintain a system for handling petty cash expenditures in the workplace
access application software through a computer operating system
use software to record and organize financial information
make calculations
verify the accuracy of calculations
apply proofreading skills
prepare final-form financial documents
meet deadlines

This module will constitute approximately 4% of the course grade.

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

Elements of the Performance:

use appropriate verbal and nonverbal communications for a variety of workplace situations
apply ethical principles to workplace situations
recognize the impact of personal image on the image of an organization
analyze organizational structures to determine working and reporting relationships
work independently
contribute effectively to team projects

This module will constitute 1% of the course grade.

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8. Integrate the use of application software to produce accurate, organized business documents within a specified time frame

Elements of the Performance:

select appropriate document formats for specific tasks
access application software through a computer operating system
select and use appropriate software to record and organize a variety of business information
create and use a spreadsheet to organize and display information
interpret data displayed in numerical and graphical formats
import text and graphics files
prepare accurate, final-form documents by utilizing a variety of software applications
meet deadlines

This module will constitute 38% of the course grade.

9. Keyboard at a minimum speed of 45 gross words per minute with 98 percent accuracy.

Elements of the Performance:

keyboard five-minute timed writings with an accuracy level of 98 percent on three separate occasions under instructor's supervision

This module will constitute 5% of the course grade.

ra. TOPICS:

Note: These topics sometimes overlap several areas of skill development and are not necessarily intended to be explored in isolated learning units or in the order below.

1. Time Management and Organizational Skills
2. Meetings, Special Events, Conferences and Travel Planning
3. Recording and Language Skills to Produce Business Correspondence (letters, memos, reports)

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4. Systems to Organize Electronic and Paper Records
5. Electronic and Paper Communications
6. Financial Records (petty cash statements, travel expense statements, purchase orders)
7. Interpersonal Skills
8. Application Software (word processing and spreadsheet)
9. Timed Writings

IV. REQUIRED RESOURCES/TEXT/MATERIALS:

Beacon Hill Associates (An Executive Secretary Simulation), McIntosh and Welter, Third Edition, South-Western Publishing Company, 1992

The Gregg Reference Manual, 4* Canadian Edition, by Sabin/O'Neill, McGraw-Hill Ryerson, 1995

Gage Canadian Dictionary (or equivalent)

Manilla file folders (6) - letter-size and file labels
Three, 3 1/2" high density disks

V. EVALUATION PROCESS/GRADING SYSTEM:

1. Tests:

Students will be evaluated on their organization, composition, and word processing skills. Three tests will be administered based on simulations which have been completed, marked, and returned. (80%)

Test #1 = 20%

Test #2 = 30%

Test #3 = 30%

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2. Assignments:

Students will complete five in-baskets simulations. (15%)

3. Timed Writings:

Students will be required to keyboard at a minimum speed of 45 gross words per minute at the end of Semester III. This must be accomplished with an accuracy level of 98 percent on five-minute timed writings and must be achieved on three separate occasions under instructor's supervision. (5%)

Assignments must be submitted on the date and prior to the time specified. If you are unable to do so an Extension form must be attached to a late assignment. If an assignment is late, 10 percent will be deducted automatically. The maximum extension is three calendar days. Failure to follow this procedure will result in a zero grade for the assignment.

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, the student will receive a mark of "0" on that test.

Grade/Numerical Equivalencies:

A+	Consistently outstanding	(90% - 100%)
A	Outstanding achievement	(80% - 89%)
B	Consistently above average achievement	(70% - 79%)
C	Satisfactory or acceptable achievement	(60% - 69%)
R	Repeat	(Less than 60%)

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- U Unsatisfactory given at midterm only
S Satisfactory given at midterm only
- X A temporary grade, limited to situations with extenuating circumstances, giving a student additional time to complete course requirements

VI. 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, or learning disabled, 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 deems necessary to meet the needs of the students.
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.