

I. COURSE DESCRIPTION:

This course will prepare the student to work as an administrative office professional. 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.

II. LEARNING OUTCOMES AND ELEMENTS OF THE 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.

Potential 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.

Potential 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.

Potential 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.

Potential 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.

This 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.

Potential 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.
- 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.

Potential 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.

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.

Potential 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.

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

Potential 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.

Potential 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.

III. TOPICS:

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).
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 (WordPerfect Coral 8)
9. Timed Writings.

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

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

The Gregg Reference Manual, 4th Canadian Edition, by Sabin/O'Neill, McGraw-Hill Ryerson, 1995. (Recommended)

Gage Canadian Dictionary (or equivalent)

Manila file folders (3) - letter-size
Three, 3 1/2" high density disks

V. EVALUATION PROCESS/GRADING SYSTEM:

Tests:

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

Test #1 = 20%
Test #2 = 30%
Test #3 = 30% **(80%)**

Assignments:

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

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%)**

Grading Scale - 3 timings at:

45 gwpm = 5% with 98% accuracy
44 gwpm = 4% with 98% accuracy
43 gwpm = 3% with 98% accuracy
42 gwpm = 2% with 98% accuracy
41 gwpm = 1% with 98% accuracy

The following semester grades will be assigned to students in post secondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures Manual – Deferred Grades and Make-up</i>).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has not been possible for the faculty member to report grades.	

VI. SPECIAL NOTES:

1. Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493, 717, or 491 so that support services can be arranged for you.

2. Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

3. Plagiarism:
Students should refer to the definition of “academic dishonesty” in *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/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.
4. Course outline amendments:
The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.
5. Substitute course information is available in the Registrar's office.
6. Students are expected to be present to write all tests during regularly scheduled classes. In the event of a failed course grade, a supplementary test based on the semester's work will be administered to replace EITHER the lowest failed OR one missed test.
7. 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 needs to relay to the students.
8. A disk labeled with the student's, professor's, and the course name MUST be available with the assignment. At the professor's discretion, disks will be checked. Students are advised to maintain at LEAST one backup of all files. A lost or damaged diskette will not be an acceptable reason for a late or incomplete assignment.
9. It is expected that 100 percent of classroom work be completed and submitted on time. A late assignment with an attached Extension form will be accepted if submitted within 72 hours of the due date and time. Twenty-five percent will be deducted from late/incomplete assignments automatically. Failure to follow this procedure will result in a zero grade for the assignment.
10. All work must be labeled with the student's name and the project information on each page. All work must be submitted in a labeled folder complete with a plastic disk pocket.
11. During testing, the program's on-line help may be available. Students must ensure that they have the appropriate tools to do the test (i.e. diskettes, pencils, pens, etc.).

12. Regular attendance is expected so the professor can observe work and provide guidance as necessary.
13. Producing accurate work is fundamental to this course. Marks will be deducted for inaccuracies.
14. Test papers will be returned to the student after grading in order to permit verification of the results and to review the tests. However, the student will be required to return all test papers to the professor who will keep them on file for one year.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.