SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE TITLE:	ADMINISTRATIVE OFFICE PROCEDURES		
CODE NO. :	OAD102	**SEMESTER:**	ONE
		MODULE:	TWO
PROGRAM:	OFFICE ADMINISTRATION - EXECUTIVE (ACCELERATED)		
AUTHOR:	SHEREE WRIGHT		
DATE:	OCTOBER 2007	**PREVIOUS OUTLINE DATED:**	OCTOBER 2006
APPROVED:			

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CHAIR   DATE

TOTAL CREDITS:	4
PREREQUISITE(S):	NONE
HOURS/WEEK:	5 HOURS/7 WEEKS

I.   COURSE DESCRIPTION:

This course is an introduction to the basic office procedures and technology geared to reflect current changes in the workplace. Topics to be covered include human relations, time management, postal requirements, appointment scheduling, travel arrangements, meeting arrangements, telephone techniques, reference sources, and banking transactions.

II.   LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

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

1.   Evaluate the changing role of the administrative assistant /office professional in the business world.

Potential Elements of the Performance:

- Describe current office trends.
- Explain how the office professional uses electronic equipment to accomplish his/her role.
- Explain why office workers prefer titles other than "secretary".
- Describe the expected future for employment of the office professional.
This learning outcome will constitute 3% of the course's grade.

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.
- Identify ways of coping with change in the workplace and techniques for coping with stress.

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

3. Search for pertinent information effectively.

    Elements of the Performance:

    - Identify services provided by libraries.
    - Recommend sources to consult to find articles in print.
    - Identify the purpose of different directories.
    - Explain the benefits of an on-line computer search.

    This learning outcome will constitute 6% of the course's grade.

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

    Potential Elements of the Performance:

    - Outline methods for working efficiently, prioritizing tasks, handling interruptions, dealing with procrastination, managing large projects, and preparing for daily 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 9% of the course's grade.

5. Recognize organizational structures in the workplace and plan ergonomically designed office layouts.

    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 9% of the course's grade.

6. Identify the importance and use of office technology, including the telephone and the Internet, in the office environment.

   Potential Elements of the Performance:

   - Explain the administrative assistant's role in using a computer in the office.
   - Identify call management services offered by local telephone companies.
   - Identify office telephone equipment and telephone systems.
   - Use appropriate content and manner for telephone conversations in a variety of business situations.
   - Describe procedures for placing, answering, transferring, conferencing, and screening office calls.
   - Describe advantages and disadvantages of voice mail and outline appropriate voice mail practices.
   - Use the Internet to improve efficiency in an office situation.
   - Identify special features of reprographic equipment that would make the administrative assistant's job more efficient.

   This learning outcome will constitute 18% of the course's grade.

7. Organize and process electronic and paper communications to assist the flow of information in the workplace, including electronic and traditional forms of mail.

   Potential Elements of the Performance:

   - Analyze and process incoming mail received in a variety of ways from internal and external sources.
   - Determine appropriate paper and electronic distribution methods for a variety of internal and external mail.
   - Identify the services provided by Canada Post.
   - Follow preferred Canada Post procedures.

   This learning outcome will constitute 10% of the course's grade.

8.	Handle front-line reception.

Potential Elements of the Performance:

- Explain the role of virtual receptionists in today's workplace.
- Follow oral and written instructions.
- Make notes to record communications.
- Follow appropriate guidelines when scheduling appointments using electronic and traditional calendars.
- Describe guidelines for greeting visitors and handling difficult callers/customers in a courteous and efficient manner.

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

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

Potential 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 immunizations.
- 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, including a meeting notice, agenda, and minutes of a meeting.
- Communicate arrangements to meeting participants and service providers, using appropriate methods and technology.
- Identify forms of teleconferencing that are used to conduct meetings and conferences.

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

11. Handle office commerce, record-keeping, and banking transactions.

Elements of the Performance:

- Describe the concept of e-commerce.
- Outline the traditional methods used to transfer funds, including cheques, bank drafts, money orders, and traveller's cheques.
- Prepare cheques.
- Make bank deposits.
- Reconcile a bank statement.
- List the standard procedure for keeping a petty cash fund.
- Prepare petty cash vouchers and a petty cash report.

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

III.   **TOPICS:**

1.   A Career as an Office Professional

2.   Human Relations

3.   Management of Work, Time, and Resources

4.   Reference Sources

5.   Organization Structure and Office layout

6.   Office Technology

7.   Incoming and Outgoing Mail

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    8.   Front-line Reception

    9.   Travel Arrangements

    10.   Meetings and Conferences

    11.   Office Commerce and Keeping Records

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

<u>Administrative Procedures for the Canadian Office</u>, 7th Edition, Lauralee
Kilgour, Edward Kilgour, Sharon Burton, Nelda Shelton, Lucy Mae
Jennings, Prentice Hall, Canada, Inc., 2006. ISBN 0-13-1290277-4

Manila file folders – letter size

V.   EVALUATION PROCESS/GRADING SYSTEM:

Three Tests:

Introduction: A Career as an Office Professional; Human Relations;
Management of Work, Time, and Resources; Reference Sources;
Organization Structure & Office Layout **(30%)**

Office Technology; Incoming and Outgoing Mail; Front-Line Reception
(30%)

Travel Arrangements; Meetings and Conferences; Office Commerce and
Keeping Records **(30%)**

Production problems/assignments/participation **(10%)**

TOTAL   **100%**

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ASSIGNMENTS:

It is expected that 100 percent of classroom work be completed and submitted on time. A late assignment 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.

Field trips and guest speakers are arranged to supplement classroom activities. Attendance is mandatory. If a student is not in attendance, the student will have a loss of 10 percent of the accumulative semester assignment mark.

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

Grade	Definition	Grade Point Equivalent
A+	90 - 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50-59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field/clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

VI.   SPECIAL NOTES:

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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 professor
and/or the Special Needs office. Visit Room E1101 or call Extension 2703
so that support services can be arranged for you.

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 post secondary
institutions.

Communication:
The College considers **WebCT/LMS** as the primary channel of
communication for each course. Regularly checking this software platform
is critical as it will keep you directly connected with faculty and current
course information. Success in this course may be directly related to your
willingness to take advantage of the **Learning Management System**
communication tool.

Plagiarism:
Students should refer to the definition of "academic dishonesty" in *Student
Code of Conduct.* 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.

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.

Substitute course information is available in the Registrar's office.

Students are expected to demonstrate respect for others in the class.
Classroom disturbances will be dealt with through an escalating procedure
as follows:
- Verbal warning
- E-mail notification
- Meeting with the Dean

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It is expected that 100 percent of classroom work be completed as preparation for the tests. All work must be labeled with the student's name and the project information on each page. Students are responsible for maintaining back-ups of all completed files.

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 will be administered at the end of the semester to those students who have attended 75 percent of classes and have completed the course work. The mark achieved on the supplemental will replace the lowest failed test for the final grade calculation.

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 three weeks after the semester finish date. Any questions regarding the grading of individual tests must be brought to the professor's attention within two weeks of the test paper being returned.

Tests will not be "open book." Students must ensure that they have the appropriate tools to do the test (i.e. diskettes, pencil, pen, etc.).

During tests, students are expected to keep their eyes on their own work. Academic dishonesty will result in a grade of zero (0) on the test for all involved parties.

Proofreading is fundamental to this course. Marks will be deducted for inaccuracies.

Keyboarding proficiency is encouraged. Students who are unable to keyboard with a touch type technique are encouraged to use (or purchase) the *All the Right Type* typing tutor software located on the E-wing network and in The Learning Centre.

Regular attendance and participation is expected to ensure course information is communicated to all students. In-class observation of student work and guidance by the professor aids student success. Lectures will not be repeated in subsequent classes.

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It is the student's responsibility to be familiar with the course outline and department manual. Students are expected to check college email twice daily as a minimum.

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.