SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE:	ADMINISTRATIVE OFFICE PROCEDURES		
CODE NO. :	OAD114	**SEMESTER:**	ONE
		MODULE:	TWO
PROGRAM:	OFFICE ADMINISTRATION - EXECUTIVE (ACCELERATED)		
AUTHOR:	SHEREE WRIGHT		
DATE:	JUNE 2014	**PREVIOUS OUTLINE DATED:**	SEPTEMBER 2013
APPROVED:	"Colin Kirkwood"		June 24/14

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                    DEAN   **DATE**

TOTAL CREDITS:	2
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 the background of the title secretary.
    - Differentiate between the role of an executive assistant and that of a personal assistant.
    - Define the role of the administrative assistant.
    - Describe the role of the legal and the medical administrative assistant.
    - Explain how the Information Age has affected the role of the office professional.
    - Describe ways the office professional uses electronic equipment to accomplish the job.
    - Describe the expected future for employment of the office professional.

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:

    - Define interpersonal skills, and identify interpersonal skills that professionals display in the workplace.
    - Describe productive team behaviours and how to cope with non-productive behaviours within a team.
    - Discuss guidelines for giving and receiving constructive criticism.
    - Give examples of information that is private and should be kept confidential.
    - Describe what is meant by personal qualities and explain why they are important in the workplace.
    - Recognize positive and negative behaviours associated with office

ADMINISTRATIVE OFFICE PROCEDURES   3   OAD114
_____   _____
Course Name   Code No.

politics.
- Identify unethical office practice and determine how to deal with it.
- Explain why change is inevitable in the office and how office professionals should handle change.
- Identify strategies for dealing with stress.
- Recognize the appropriate types of humour to use in the office environment.
- Develop a personal framework for ethical behavior.

3.   Recognize the importance of "cultural literacy" in the workplace.

    <u>Potential Elements of the Performance</u>:

- Describe multiculturalism.
- Comprehend the importance and benefit of diversity.
- Describe cross-cultural competence.
- Describe methods for developing cross-cultural awareness.
- Identify ways for improving international communication across cultures.
- Discuss the importance of international business relations.
- State important considerations when travelling to foreign countries and hosting international visitors.

4.   Search for pertinent information effectively.

    <u>Elements of the Performance</u>:

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

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

    <u>Potential Elements of the Performance</u>:

- Define the concept of Total Quality Management.
- Explain how Total Quality Management affects the work of an administrative assistant.
- Outline methods for working efficiently, prioritizing tasks, avoiding and handling interruptions, dealing with procrastination, managing large projects, and preparing for daily tasks.
- Accept responsibility for assigned tasks within a team.

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- Negotiate and/or accept task and project deadlines.
- Use calendar reminder systems.
- State suggestions for organizing office supplies and the workstation.
- List the procedures to ensure accuracy when proofreading keyed work.
- Suggest methods for practicing environment consciousness in an office.
- Prepare a daily plan chart.

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

Potential Elements of the Performance:

- Compare the structure of a simple line organization with the structure of a line-and-staff organization.
- Compare participatory management with the line-and-staff management style.
- Interpret an organization chart.
- Describe the physical features of the landscaped office.
- Assess the advantages and disadvantages of working in an open office.
- Describe how office ergonomics involves furniture, lighting, acoustics, and position of equipment in the office.

7.   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.
- Explain how the office professional may use the Internet to improve efficiency in the office.
- Research information for the most cost-effective, high-volume copier.
- Identify call management services offered by local telephone companies.
- Identify office telephone equipment.
- Demonstrate communication skills needed for effective use of the telephone.
- Describe the advantages and disadvantages of voice mail.
- Discuss the function of an Interactive Voice Response system.
- Describe the procedures for answering, transferring, conferencing, and screening office calls.
- Use a telephone directory to locate information.
- Describe the procedure for placing and receiving long-distance calls.

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- Determine the appropriate time to call offices in another time zone.

8.   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:

- Identify the benefits of electronic mail.
- Compare different methods of technology-based mail.
- Explain the procedures for processing incoming mail.
- Describe the duties involved in answering mail when your employer is absent.
- Discuss the privacy expectations that accompany the administrative assistant's role.
- Describe the special mailing services available from Canada Post.
- State what items are prohibited from being mailed.
- List postal services that exist for international mail.
- Demonstrate proper envelope addressing.
- Describe methods of delivery that are alternatives to those offered by Canada Post.

9.   Outline the basic elements of project management.

     Potential Elements of the Performance:
- Recognize the difference between a project and ongoing work.
- Understand concepts related to the theory of project management.
- Define the role of the project manager and the project assistant.
- Identify project management software options.

10. Handle front-line reception.

     Potential Elements of the Performance:

- Describe the primary role of a virtual receptionist.
- Provide guidelines for scheduling and cancelling office appointments.
- Explain advantages and drawbacks of using an electronic calendar system in the office.
- Explain techniques for keeping a well-ordered appointment book.
- Describe the courtesies necessary when receiving office visitors.
- Explain how to interrupt and terminate a meeting.
- Explain how to refuse an appointment.
- Demonstrate how to handle difficult customers.
- Discuss the function of the Better Business Bureau.
- Demonstrate procedures for dealing with abusive customers.

- Discuss tips for hosting international visitors.
- Outline the procedures for recording effective telephone messages.

11. 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.
   - Describe the advantages of making online airline reservations.
   - Explain how jet lag can affect a business trip.
   - Read the 24-hour clock.
   - Describe the procedures for making flight, car, and hotel reservations.
   - State the requirements for acquiring passports, visas, and immunizations.
   - Describe the implications for the traveler of the need for increased security in airports.
   - Discuss the differences between priorities of time in different cultures.
   - Discuss the differences in the status of women in business in different cultures.
   - Outline administrative responsibilities before, during, and after an executive's trip.
   - Prepare an itinerary.
   - Prepare a travel fund advance.
   - Prepare a travel expense voucher.

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

   Elements of the Performance:

   - Describe the preparation and arrangements needed for informal and formal meetings, including:
     o arranging the date and time
     o reserving the meeting room
     o sending notices
     o preparing the agenda
     o planning for supplies, equipment, and software
     o planning for food and refreshments
     o assembling materials
     o attending the meeting
     o recording the meeting

- o following up after the meeting
- o preparing and editing minutes
- Identify the benefits of virtual meetings.
- Discuss forms of teleconferencing that are used to conduct meetings and conferences.

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

Elements of the Performance:

- Describe the concept of e-commerce.
- Outline the meaning of "spam" in an Internet environment.
- Describe how unprotected Internet activity exposes the user to Internet abuse.
- State three forms of system protection available to prevent system intrusion.
- Explain the two certificates that identify a safe, trustworthy website.
- State the two areas of concern for e-commerce legislation.
- Define terms including cheque, certified cheque, bank draft, bank money order, and traveller's cheque.
- Explain the difference between a "payee" and a "drawer."
- Prepare cheques.
- Describe how to stop payment on a cheque.
- Compare a restrictive endorsement, a blank endorsement, and a full endorsement.
- Reconcile a bank statement.
- Key a bank reconciliation statement
- List the standard procedures for keeping a petty cash fund.
- Complete petty cash vouchers.
- Prepare a petty cash report.
- Complete bank deposit slips.
- Reconcile a bank statement.

III.   TOPICS:

1.   A Career as an Office Professional
2.   Human Relations
3.   Cultural Diversity and International Business Relations
4.   Management of Work, Time, and Resources
5.   Reference Sources
6.   Organization Structure and Office Layout
7.   Office Technology
8.   Incoming and Outgoing Mail
9.   Project Management
10.   Front-line Reception

11.   Travel Arrangements
12.   Meetings and Conferences
13.   Office Commerce and Keeping Records

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

Administrative Procedures for the Canadian Office, 9th Edition, Lauralee Kilgour, Edward Kilgour, Marie Rutherford, Blanche Rogers, Sharon Burton, and Nelda Shelton, Prentice Hall, Canada, Inc., 2014.

Manila file folders – letter size

V.   EVALUATION PROCESS/GRADING SYSTEM:

Three Tests:

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

Office Technology; Incoming and Outgoing Mail; Project Management, Front-Line Reception **(30%)**

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

Assignments:

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

TOTAL   **100%**

*Note re Assignments:

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 25 percent of the production problems/assignments/participation semester 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

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                    Course Name   Code No.

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:

Attendance

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

It is the student's responsibility to be familiar with the course outline and *Office Administration – Executive Student Manual*. These documents outline classroom policies that must be followed.

By considering the college environment as their workplace for the duration of the program, students will have a standard of performance to meet and will practise the day-to-day skills required to be successful in the work world.

These skills include:
- arriving and leaving class on time
- calling in/e-mailing when not in attendance
- checking college e-mail twice daily as a minimum
- following classroom rules and procedures
- demonstrating appropriate manners and etiquette
- listening attentively when the class is being addressed
- demonstrating respect for others at all times

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- focusing on the work at hand
- organizing paperwork and keeping track of deadlines
- producing accurate, mailable documents
- being responsible for your own work

Failure to follow program policies will be dealt with through an escalating procedure as follows:

- One verbal warning from professor
- One e-mail notification from professor
- Removal from the classroom and meeting with professor
- Meeting with the dean which may result in suspension or expulsion from the course/program

The Student Code of Conduct (found on the portal) provides guidelines and disciplinary procedures for the college community. Academic dishonesty as defined in the Student Code of Conduct will result in a zero grade for all involved parties.

Keyboarding proficiency is an integral component of the Office Administration – Executive program. Students who are unable to keyboard with touch type techniques should practise their skills on a daily basis.

All the Right Type typing tutor software is located in the E-wing computer labs and in the Learning Centre. Visit http://www.ingenuityworks.com/ for more information on purchasing All the Right Type for home use.

Lectures will not be repeated in subsequent classes. A study partner/group is invaluable for notes in the event of an unavoidable absence but must not be depended upon for frequent absences.

It is expected that 100 percent of classroom work be completed as preparation for the tests. The college network (S:/My Documents) should be used as the primary workspace. Students are responsible for maintaining back-ups of all completed files using either a memory stick (USB) or CD.

All requested assignments must be submitted in a labeled folder complete with a plastic USB/CD pocket. All work must be labeled with the student's name and the project information on each page.

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.

_____   _____
Course Name   Code No.

Students are expected to check college e-mail twice daily as a minimum to ensure timely communication of course information.

Producing accurate work is fundamental to this course. Marks will be deducted for inaccuracies.

Students are expected to be present to write all tests during regularly scheduled classes. Students must ensure that they have the appropriate tools on hand to do the test.

Test papers may be returned to the student after grading to permit review of the tests. However, the student must return all test papers to the professor who will keep them on file for two 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 date test papers are returned in class.

For those students who have

- attended 75 percent of classes
- completed all required course work
- failed the course or missed one test

a supplementary test will be administered at the end of the module. The mark achieved on the supplemental will replace the lowest test for the final grade calculation.

In exceptional circumstances, the department will review the application of this policy on an individual basis. Supporting documentation may be required.

VII.   COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.