

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline: EXECUTIVE OFFICE PROCEDURES
Code No.: OPE 200
Program OFFICE ADMINISTRATION
Semester TWO
Date JANUARY, 1987
Author JOAN MOORE

New

Revision:

APPROVED:

Chairperson

IU-bU'IL

Date

Pre-requisites - OPC100 and TYPl10

GENERAL OBJECTIVES;

1. The student will gain an understanding of the processes of dictation and transcription.
2. The student will gain an understanding of how to obtain information from reference books.
3. The student will gain an understanding of word processing concepts and procedures.
4. The student will gain an understanding of secretarial duties associated with banking routines and the student will gain an understanding of financial institutions.
5. The student will gain an understanding of the importance of securities and insurance in the financial community.
6. The student will gain an understanding of accounting and payroll routines in modern business.
7. The student will gain a knowledge of how to prepare appropriate employment documentation and to land that first job.

SPECIFIC OBJECTIVES - SEE UNIT OBJECTIVES

METHOD OF INSTRUCTION

Video Presentations (where applicable and feasible)

Guest Speakers (where feasible)

Immediate feedback on student's application of learning through text and workbook

Practical application of material through in- and out-of-class use of workbook and/or instructor projects

Feedback on test material designed to improve quality of responses on future testing

Instructor presentation on text material

Bulletin Boards and "handout" materials

OFFICE PROCEDURES (EXECUTIVE) - OPE200

EVALUATION:

TESTS

| TEST NO. | CHAPTER COVERAGE | % OF TOTAL GRADE |
|----------|------------------|------------------|
| 1 | a, 10 | 20 |
| 2 | 14, 17 | 20 |
| 3 | 18, 20; 7 | 20 |
| 4 | 21, 22 | 25 |

PERCENTAGE OF GRADE 85%

*ONLY A PORTION OF CHAPTER WILL BE COVERED

STUDY GUIDES

| <u>PART NO.</u> | <u>CHAPTERS</u> |
|-----------------|-----------------|
| 1 | 10 |
| 2 | 14, 17 |
| 3 | 19, 20 |
| 4 | 21, 22 |

PERCENTAGE OF GRADE 15%

TOTAL 100%

1. The highest mark that can be achieved on a delayed test is a "C" unless the instructor has approved the reason for the delay.
2. STUDY GUIDES and any other assigned work where a "DUE DATE" has been announced - subject to a deduction of 10% of assignment mark for each day the assignment is late (not in by 9 a.m. of next day).
3. On assignments and Study Guide submissions the following marking scheme will apply over and above content marking:

Proofreading -5
Error (margins, line length, spacing, format, etc.)
'alignment, centering, indentation and similar
technical difficulties -2

Poor Corrections **isBSL-** 2 each

GRADING SCALE:

fl?^""gP9'w«Mi*TO%
A 85% - f^W%
B 70% - 84%
C 60% - 69%
R (REPEAT) - BELOW 60%

OFFICE PROCEDURES (EXECUTIVE) - OPE200

TEXTBOOK:

Contemporary Office Procedures by Catherine M. Attridge and
Joan Cunnington (1983- McGraw-Hill Ryerson)

STUDY GUIDE & WORKBOOK;

Projects to Accompany Contemporary Office Procedures (authors,
etc*, as above)

MATERIALS:

- notepaper for lecture notes
- typing paper (not corrugated bond)
- newsprint (for file copies)
- onionskin (for copies being distributed)
- manilla file folders (8 1/2 x 11), minimum of 3
- erasing material
- carbon paper

COURSE DURATION;

16 weeks at five 50-minute periods per week

OFFICE PROCEDURES (EXECUTIVE) - OPE200

ESTIMATED TIMETABLE

| | | |
|--------|---------------------|---|
| Unit 1 | Week 1, 2 | Chapter 8 Dictation and Transcription |
| | Week 3 | Chapter 10 References and Sources of Information Test - to be announced |
| Unit 2 | Week 4, 5 | Chapter 14 Word Processing Concepts and Procedures |
| | Week 6 | Chapter 17 Telephone and Telecommunications Test - to be announced |
| Unit 3 | <u>Week 7, 8, 9</u> | Chapter 19 The Banking and Financial Community |
| | <u>Week 10, 11</u> | Chapter 20 Securities and Insurance Test - to be announced |
| Unit 4 | <u>Week 12, 13</u> | Chapter 21 Accounting and Payroll Routines |
| | Week 14, 15, 16 | Chapter 22 How to Land That First Job and Keep It Test - to be announced |

Unit 1;

Chapter 8 - DICTATION AND TRANSCRIPTION

LEARNING OBJECTIVES:

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to;

- relate the roles of the dictator and the transcriptionist in the production of modern business communication
- " be familiar with dictating equipment and systems used in today's offices
- understand proper dictation procedures
- organize a notebook and supplies for shorthand dictation and transcription
- follow good transcription procedures
- know the range of modern transcription equipment and supplies

LEARNING ACTIVITIES!

Text Reading:

Pgs. 14B - 173

Workbook & Text Combined Reading: Pg, 73 & Pg« 174, respectively*

Class Participation:

Workbook Pgs. 75 - 94

- STUDENTS WILL RECEIVE LEARNING REINFORCEMENT FROM WORKBOOK AND TEXT COMBINED READING AND INSTRUCTOR FEEDBACK ON STUDY GUIDES AND WORKSHEETS. THIS APPLIES TO ALL SUBSEQUENT "LEARNING ACTIVITIES"

Chapter 10 - REFERENCES AND SOURCES OF INFORMATION

LEARNING OBJECTIVES;

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element the student will demonstrate the ability to:

- use effectively the following kinds of reference books on English: dictionary, English-language handbook, book of synonyms and antonyms, thesaurus, book of quotations, and secretarial handbook and reference manual
- recognize the content of encyclopedias, atlases, and gazetteers and be able to refer to these sources when the occasion arises
- understand the arrangement and scope of material covered in various kinds of directories
- examine year books, almanacs, and other staranaries to determine the kind of information each contains
- know how to obtain current information by becoming attuned to the kinds of sources available to business people through specialized libraries
- " understand how a library catalogue functions in card form and microform
- explain computerized bibliographic searching
- know how to obtain information and be able to assemble this information into a coherent research paper

LEARNING ACTIVITIES;

| | |
|-----------------------------------|--|
| Text Reading: | Pgs. 222 - 252 |
| Workbook & Text Combined Reading: | Pgs. 154, 155 & Pg. 253, respectively |
| Class Participation: | Workbook Pgs. 151 - 154 |

Unit 2:

Chapter 14 - WORD PROCESSING CONCEPTS AND PROCEDURES

LEARNING OBJECTIVES:

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element the student will demonstrate the ability to:

- know the main concepts of word processing
- understand word processing terminology
- follow the history of the development of word processing
- describe the features and components of the different machines and the various equipment configurations
- understand what peripheral equipment is available
- understand the concepts and procedures which lead to efficient text editing
- describe some of the more common functions of word processing machines
- care for magnetic media and magnetic storage devices properly
- appreciate the need for systematic storage procedures and easy retrieval
- understand the procedures followed in a word processing centre with regard to the organization of input, editing, output, and storage
- have some knowledge of the record keeping and work measurement that is done in a word processing centre
- know what factors must be taken into consideration when a feasibility study for word processing is conducted
- describe the planning processes that are necessary after the decision to implement word processing has been made

LEARNING ACTIVITIES;

| | |
|-----------------------------------|---------------------------------------|
| Text Reading: | Pgs. 322 - 345 |
| Workbook & Text Combined Reading: | Pg. 227 - 228 & Pg. 346, respectively |
| Class Participation: | Workbook Pgs. 225 - 244 |

Chapter 17 - TELEPHONE AND TELECOMMUNICATIONS

LEARNING OBJECTIVES

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- distinguish between telegram and teletypewriter exchange services and explain how these message record services function
- define a computer communications system
- describe terminal and network facilities provided by telecommunications carriers
- outline the potential services of an integrated electronic office

LEARNING ACTIVITIES;

| | |
|-----------------------------------|--|
| Text Reading: | Pgs, 4 21 - 432 |
| Workbook & Text Combined Reading: | Pgs. 293 - 294 & Pg. 435, respectively |
| Class Participation: | Workbook Pgs. 289 - 291 |

OFFICE PROCEDURES (EXECUTIVE) - OPE200

Unit 3;

Chapter 19 - THE BANKING AND FINANCIAL COMMUNITY

LEARNING OBJECTIVES;

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- be aware of the range of secretarial duties associated with banking routines
- understand the history of the development of money and banking in Canada
- recognize the importance of the roles played by the Bank of Canada, the Inspector General of Banks, and the chartered banks in maintaining the banking system
- differentiate between the functions performed by trust companies and chartered banks
- understand the basic function served by other financial institutions, eg, mortgage loan companies, credit unions
- explain, the services offered by chartered banks when they act as intermediaries between lenders and borrowers
- gain a basic knowledge of other chartered bank services in order to utilize these services in the daily conduct of financial business
- keep up to date on the potential of automation in financial activities

LEARNING ACTIVITIES:

| | |
|----------------------------------|---|
| Text Reading: | Pgs. 490 - 510 |
| Workbook & Text Combined Reading | Pgs. 320 - 321 & Pgs. 511 - 512, respectively |
| Class Participation: | Workbook Pgs. 317 - 319 |

Chapter 20 - SECURITIES AND INSURANCE

LEARNING OBJECTIVES:

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- understand the importance of securities and insurance in the financial community
- explain what bonds and preferred and common shares are and know their roles in protecting capital and increasing income
- gain a basic understanding of mutual funds and real estate as forms of investment
- make security investments and keep accurate records of these securities
- define insurance and know how it should meet the purchaser's desires, needs, and budget
- explain the three common types of insurable risks
- differentiate between whole life, term and endowment life insurance coverage
- gain background knowledge on the kinds of insurance provided to businesses by general insurance companies
- keep accurate insurance records

LEARNING ACTIVITIES;

| | |
|-----------------------------------|--|
| Text Reading: | Pgs. 513 - 527 |
| Workbook & Text Combined Reading: | Pgs- 335 - 336 & Pg. 528, respectively |
| Class Participation: | Workbook Pgs. 331 - 335 |

Unit 4;

Chapter 21 - ACCOUNTING AND PAYROLL ROUTINES

LEARNING OBJECTIVES:

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to;

- analyse business transactions and determine increases and decreases in assets, liabilities, owner's equity, revenue, and expenses
- format and type financial statements
- set up, use, prove, and replenish a petty cash fund
- describe the distinguishing features of the various pay structures
- explain bookkeeping, one-write, and computerized payroll systems
- understand the requirements of a payroll system in regard to preparation of a pay cheque, employee terminations, employee contributions, remittance of deductions, and year end requirements
- list the basic forms and files required in maintaining an efficient payroll system

LEARNING ACTIVITIES;

| | |
|-----------------------------------|---|
| Text Reading: | Pgs. 529 - 552 |
| Workbook & Text Combined Reading: | Pg. 342 & Pgs. 553 - 554, respectively |
| Class Participation: | Workbook Pgs, 339 - 342 |

Chapter 22 - HOW TO LAND THAT FIRST JOB AND KEEP IT

LEARNING OBJECTIVES;

Given an in-class test consisting of T/F, fill-in, multiple choice, matching, short essay, and an application element, the student will demonstrate the ability to:

- determine what areas of business activity represent the best sources of employment for him or her
- have an awareness of employment standards
- contact and deal with employment sources and agencies
- prepare appropriate employment documentation
- meet employer standards for appropriate interview dress and behaviour
- take the steps necessary to follow up desirable employment opportunities
- match personal qualities and qualifications to the requirements of a job
- understand the need for a smooth transition from college to work
- have a career plan, and be aware of the need for further education to keep skills and knowledge current

LEARNING ACTIVITIES;

| | |
|-----------------------------------|--|
| Text Reading: | Pgs, 555 - 589 |
| Workbook & Text Combined Reading: | Pgs, 355 - 356 & Pg. 590, respectively |
| Class Participation: | Workbook Pgs. 351 - 375 |

