

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE, MARIE, ONTARIO

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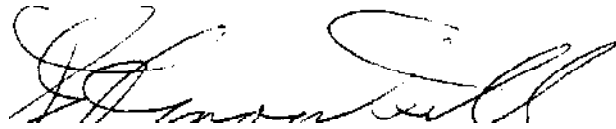
COURSE OUTLINE

Course Outline: OFFICE PROCEDURES  
Code No.: OPE20g  
Program: OFFICE ADMINISTRATION - EXECUTIVE  
Seroester: **IL**  
Date: **199; 01 n**  
Author: Elsie Lalonde  
Previous Outline  
Dated: January, 1990

NEW

REVISION

APPROVED



ciiaifperson

Date

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Prereouisitefs) - OPE100

### **I. PHILOSOPHY/GOALS:**

This course introduces the student to intermediate-level executive administrative tasks requiring the integration of skills (typing, mathematics, English) and techniques such as problem-solving, routine task time-savers, and time management through a simulation approach. Emphasis is also given to researching business information, banking and related office reports, professional growth, and running a job campaign.

### **II. STUDENT PERFORHANCE OBJECTIVES**

Upon successful completion of this course, the student will have:

1. Gained an understanding of how to obtain information from' reference books.
2. Gained an understanding of secretarial duties associated with banking routines and recordkeeping procedures.
3. Gained an understanding of the use and composition of a press release.
4. Gained understanding of courier services.
5. Gained knowledge with respect to the preparation of appropriate employment documentation and pre-and post steps required (applications, interviews, etc.).
6. Gained exposure to procedures and conditions of the "real" world of office work in a variety of office settings (example - personnel, real estate, office manual, etc.).

### **III. TOPICS**

REFERENCING (BUSINESS) TECHNIQUES  
BANKING PRACTICES & RECORDS  
PETTY CASH  
EMPLOYMENT PROSPECTING  
PROFESSIONAL GROWTH  
PRESS RELEASE  
COURIER SERVICES  
IN-BASKETS (INTEGRATED OFFICE TASKS)

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IV. LEARNING OBJECTIVES - SEE PAGES 6-11

V. EVALUATION METHODS

- A+ 90% - 100% - CONSISTENTLY OUTSTANDING
- A 80% - 89% - OUTSTANDING ACHIEVEMENT
- B 70% - 79% - CONSISTENTLY ABOVE AVERAGE ACHIEVEMENT
- C 60% - 69% - SATISFACTORY OR ACCEPTABLE ACHIEVEMENT
- R BELOW 60% - REPEAT - OBJECTIVES OF THE COURSE HAVE NOT BEEN ACHIEVED AND THE COURSE MUST BE REPEATED.

MID-TERM REPORTING

- S - Satisfactory Progress
- U - Unsatisfactory Progress
- R - Repeat (objectives have not been met)
- NR - Grade not reported to Registrar's Office. This grade issued to facilitate transcript production when faculty, because of extenuating circumstances, find it impossible to report grades by due dates.

TEST NO.	PROJECT	WEIGHTING	OBJECTIVE COVERAGE
1	1	15%	CH. 12 - References
		10%	tf tr n
2	2	15%	CH. 14 - Banking
		10%	ii rt H
3	3	10%	CH. 15 - Job Cpgn.
			CH. 16 - P. Growth
			Press Release
			Courier
		15%	CH. 15 - Job Cpgn.

\* if Office Manual project is selected by instructor, % for Tests 1 and 2 will be reduced to 10% each and project will be assigned a 10% weighting.

PH-THS--J05S

1	5%	The Boutique
2	5%	Garson Industries
3	5%	Pronto Construction
4	5%	Ivanhoe Bus. Inst.
5	5%	G. Prescott, M.D.

PERCENTAGE - TESTS - 40%  
 PERCENTAGE - PRODUCTION - 60%

TESTS AND ASSIGNMENTS will be allotted points based on degree of difficulty. Above any deductions for content errors, where applicable, there will be deductions from those points for finished quality. Deductions will be based on the following:

- proofreading error = -5
- work division = 1/2 to -2
- punctuation (minor error) = -2
- punctuation (major error - proper noun or sentence ending) = -5
- all other errors (poor corrections, no enclosure notation, uncorrected carbon copies, etc.) = -2
- formatting error (minor) = -2
- formatting error (major) = -5

OTHER COMMENTS:

1. TESTS - If a student is not able to write a test because of illness, or a legitimate emergency, that student must contact the instructor prior to the test and provide an explanation which is acceptable to the instructor (medical certificates or other appropriate proof may be required). In cases where the student has contacted the instructor; and, where the reason is not classified as an emergency (i.e. slept in, forgot, etc.), the highest achievable grade is a "C." In cases where the student has not contacted the instructor, the student will receive a mark of "0" on that test. **THERE WILL BE NO REWRITES OF TESTS.**

2. ASSIGNMENTS:

FULL POINTS - assignments in by date and time specified.

LATE PENALTY - for each late assignment, the student will receive a 10% reduction of the total cumulative points for that assignment.

The above penalty will not be applied to those in the Secretarial Centre who may turn work in one week late without a penalty. However, where possible, it is recommended that the student attempt to meet any deadlines as early as possible after the due date to minimize any handicap the student may experience at test time as a result of delayed feedback from instructor.

3. Field trips and guest speakers are arranged to supplement classroom activities. Attendance is mandatory. If a student is not in attendance, then the student will have a choice of either: (a) a loss of 10% of the accumulative semester mark on all daily work aspects (excluding tests).

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or (b) preparing a paper relating to the field trip or topic under discussion - particular topic to be approved by instructor, or (c) an alternative designated by instructor.

TEXTBOOKS, PACKAGES, KITS, ETC,

**Secretarial Procedures for the Automatic Office**, Canadian Edition  
Lucy Mae Jennings, Lauralee Kilgour (1990 - Prentice-Hall)  
ISBN

Note - continuation of First Semester text. If student did not take First Semester in 1990, suggest that rather than purchasing new text that student purchase used text. Note - only purchase as 1990 edition and check to see that all working paper pages at the end the of book are complete for the chapters covered by these objectives. Best source - any student who in 1990 was in OPC100 and has elected to take the Legal option.

ON THE JOB (MODERN OFFICE SIMULATIONS .1)

Rosemarie McCauley (1979, 1984 - Copp Clark Pitman Ltd.)  
ISBN 0-7730-4322-5

Recommended - THE GREGG REFERENCE MANUAL, Third Canadian edition,  
William A. Sabin and Sheila A. O'Neill (1986 - McGraw-Hill  
Ryerson)

**MATERIALS:**

- notepaper for lecture notes
  - typing paper (not corrasable bond)
  - newsprint (for file copies)
  - onionskin (for distribution copies)
  - manilla file folders (8-1/2" x 11" only) - 3
  - pocket file folder for ON THE JOB TASKS (because of number of loose items will not be accepted in standard file folders)
  - expandable folder or binder (to be determined later - do not buy at this point for JOB CAMPAIGN)
  - erasing material - NOTE - for OPC200 the use of correction tape other than machine tape will not be accepted
  - carbon paper (onus on student to have carbon with of acceptable quality - worn-out carbon not acceptable (marks will be deducted))
  - dictionary
  - pen, pencil, ruler
- Recommended but not mandatory:
- calculator
  - typing ruler (new one in Campus Shop now available)
  - erasing shield
  - liquid paper (both original and carbon copy quality)

**VII. ADDITIONAL RESOURCE MATERIALS AVAILABLE IN THE COLLEGE LIBRARY**

Following are on reserve at Circulation Desk (Sault College Library) under name Elsie Lalonde.

Books in Print Supplement 1981-1982  
Fraser's Trade Directory, 1982  
Canadian Almanac & Directory. 1978  
The Ultimate Source, 1988

The following are in the Sault College Library Reference Section:

Black's Law Dictionary  
The Financial Post Directory of Directors  
Canadian Who's Who  
Bartlett's Familiar Quotations  
Colombo's Canadian Quotations  
Speaker's Handbook of Epigrams & Witticisms  
Robert's Rules of Order

- VII. SPECIAL NOTES** - 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 student.

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**BSTIMATBD TIMETABLE**

**WK, OP**

Jan. 7	Rv. Objectives	O.T.J.#1
Jan. 14	Ch. 12 - Ref,	O.T.J.ttl
Jan. 21	Tour/Ch. 12 - Ref.	O.T.J.»2
Jan. 28	Tour/Proj. Intro,	O.T.J.#2
Feb, 4	Overview-Lib, Proj.	O.T.J.#3
Feb. 11	<b>TEST - CH. 12</b>	O.T.J.#3
Feb. 18	Ch. 14 - Banking	O.T.J.#4
Feb. 25	<b>M A R C H B R E A K</b>	
Mar. 4	Banking Speaker CH. 14 - Banking	O.T.J.»5
Mar. 11	Banking - CH. 14	O.T.J.»5
Mar. 18	CH. 15 - Job	CH. 15 - Speaker Panel
Mar. 25	CH. 15 - Job	<b>TEST - CH.14</b>
Apr. 1	Courier - speaker	CH. 15 - Jobs Campaign
Apr. 8	Press Release	Project - Job Campaign
Apr. 15	Press Release - The Star	CH. 16 - P.S.I.
Apr. 22	<b>TEST</b> " CH. 15, 16 - Press Rel. - Courier	

TIMETABLE SUBJECT TO CHANGE AS REQUIRED DUE TO UNFORESEEN CIRCUMSTANCES.

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OBJECTIVE - IN-BASKETS (INTRODUCTORY DIFFICULTY LEVEL)

Given in-class In-Basket work the student will demonstrate the ability to employ basic level cognitive abilities and technical skill through the completion of assigned tasks at a satisfactory level within a given timeframe.

Cognitive abilities include:

- \* *an* understanding of assigned task
- \* using previously learned competencies in new situations
- \* gathering facts from various sources and determining course of action

LEARNING ACTIVITIES AND APPLICATIONS

ON THE JOB (MODERN OFFICE SIMULATIONS 1) - Jobs 1-5

Instructor review and ongoing assistance as In-Baskets are completed. Then, feedback after each In-Basket is turned in.

As work will be judged on quality of finished product, the student should remember the instructor will automatically assume the student believes the work turned in is up to business standards for acceptable quality and will mark accordingly. This includes typing format, correction techniques, legible handwriting, grammar, spelling, etc.

EVALUATION:

Each In-Basket will be graded out of 100% with each item graded for difficulty; and the average of the In-Baskets completed will constitute 25% of the grade.

ESTIMATED TIME TO ACHIEVE:      31 in-class periods



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OBJECTIVE - RESEARCHING INFORMATION

Given in/out-of-class assignments, the student will demonstrate the ability to use the techniques involved in researching information needed by an employer (using the most common business reference aids) and present it in usable form.

Given an in-class test, the student will be able to:

1. Identify the services provided by libraries.
2. Classify reference books used in business.
3. Recommend sources to consult to find articles in print.
4. Use references to locate information.
5. Elaborate on the guidelines, features, cost, etc., related to a computer search by a library of a data base.

LEARNING ACTIVITIES

Readings: Ch. 12 - "Using References"  
Secretarial Procedures for the Automated  
Office, Canadian Edition  
Pages 232-240

Lecture Instructor

Tour Sault College Library  
Demonstration Computerized Data Base Search

Practical Research Assignment provided by instructor  
Job 12-B, pgs. 242 (above text)

EVALUATION:

Library Assignment  
Job 12-B  
Test

**ESTIMATED TIME TO COMPLETE:** (8) 50-min. class periods  
(1) 30-50 min. test period

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OBJECTIVE - BANKING AND RECORDKEEPING TRANSACTIONS

Given an in-class test the student will demonstrate the ability to:

1. Define the following: (a) cheque, (b) certified cheque, (c) bank draft, (d) traveller's cheque, (e) bank money order.
2. Explain magnetic ink characters on cheques.
3. Prepare currency for deposit and make out a deposit slip.
4. Fill in a cheque form
5. Describe how to stop payment on a cheque.
6. Compare a restrictive endorsement, a blank endorsement, and a full endorsement.
7. Reconcile a bank statement with a cheque book or cheque register.
8. Type a bank reconciliation statement.
9. List the standard procedures for keeping a petty cash fund.
10. Make out petty cash vouchers.
11. Type a petty cash report.
12. Describe office inventory recordkeeping procedures.

LEARNING ACTIVITIES AND APPLICATIONS:

Reading: Secretarial Procedures for the Automated Office,  
Canadian Edition

Pgs. 278-293

Speaker/Tour (if feasible)

Practical Jobs 14-A, -B, -C, -D

Lecture, demo, handouts

ESTIMATED TIME TO ACHIEVE;

(16) 50-min. class periods

(1) 30-50 min. test period

## OBJECTIVE - JOB CAMPAIGN

Given an in-class test and/or class assignments and/or be required to prepare a portfolio of job-campaign materials, the student will be able to:

1. State sources for locating jobs
2. Suggest methods for researching employment opportunities.
3. Inventory his/her job qualifications.
4. Prepare and type a prospecting letter of application.
5. Prepare and type a personal resume and cover letter.
6. Describe the preparations necessary for a job interview.
7. Outline the expected course of a job interview.
8. Describe types of job follow-up letters and complete same.
9. Complete an application form.
10. Complete a tax exemption return form.
11. Identify requirements for job advancement.
12. List professional associations which offer educational and informational services.
13. Plan an ongoing program for professional growth.

~~LEARNING ACTIVITIES AND APPLICATIONS:~~

Read: Secretarial Procedures for the Automated Office> Canadian Edition  
Ch. 15, pgs. 300-316  
Ch. 16, pgs. 321-330

Lecture Instructor

Speakers

Application: Job 15-A (portions assigned by instructor)  
Job-Campaign Activities

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Test  
Assignments  
Job-Profile

BSTtMATgP TTMg TO ACHIEVB: (10) 50-min. periods  
(1) 50-min. test period

OBJECTIVE - MISCELLANEOUS OFFICE RELATED ACTIVITIES

Given in-class assignments, the student will be able to:

1. Complete a press release
2. Read and interpret courier information
3. Prepare a office reference manual (optional - instructor discretion.)

LEARNING ACTIVITIES AND APPLICATIONS

Lecture, Demos, Handouts and Assignments as given by instructor.

Speaker if available.

ESTIMATED TIME TO ACHIEVE;

(4) in-class periods