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Course Name

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Code No.

**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, banking transactions, and filing rules.

**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 secretary in the business world.

Potential Elements of the Performance:

- Explain how the secretary may use electronic equipment to accomplish his/her role.
- Explain why office workers prefer titles other than “secretary”.

*This learning outcome will constitute 1% 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.

*This learning outcome will constitute 7% of the course’s grade*

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3. 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.
- 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 8% of the course's grade.*

4. Acquire an understanding of organizational structures, office layout, and ergonomics in today's modern office.

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 7% of the course's grade.*

5. Identify the importance of transcription skills in the office environment.

Potential Elements of the Performance:

- Describe methods of keeping transcripts confidential.
- Describe procedures for assembling enclosures and for folding and inserting letters in envelopes.
- Transcribe handwritten letters and arrange and submit them for signature.
- Compare portable, desktop, and centralized dictation systems.

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*This learning outcome will constitute 2% of the course's grade.*

6. Organize and process electronic and paper communications to assist the flow of information in the workplace.

Potential Elements of the Performance:

- Analyze incoming mail received in a variety of ways from internal and external sources to determine appropriate action.
- Determine appropriate paper and electronic distribution methods for a variety of internal and external mail.
- Prepare internal and external mail for distribution, including duplicating, and organizing documents.
- Identify special features on reprographic equipment that would make the administrative assistant's job more efficient.

*This learning outcome will constitute 8% of the course's grade.*

7. Handle front-line reception.

Potential Elements of the Performance:

- Listen effectively.
- Follow oral and written instructions.
- Make notes to record communications.
- Prepare a daily appointment calendar.
- Demonstrate how to handle difficult customers.

*This learning outcome will constitute 8% of the course's grade.*

8. Utilize the telephone and the Internet as productive, efficient, business tools.

Potential Elements of the Performance:

- Apply knowledge of telephone and voice-mail systems to a variety of communication situations.
- Use appropriate content and manner for telephone conversations in a variety of business situations.
- Use the Internet to improve efficiency in an office situation.

*This learning outcome will constitute 8% of the course's grade.*

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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 8% 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.
- Communicate arrangements to meeting participants and service providers, using appropriate methods and technology.
- Confirm and monitor meeting arrangements.

*This learning outcome will constitute 8% of the course's grade.*

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11. 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 2% of the course's grade.*

12. Handle banking transactions.

Elements of the Performance:

- Handle payments received.
- Make bank deposits.
- Prepare cheques.
- Reconcile a bank statement.
- List the standard procedure for keeping a petty cash fund.
- Prepare a petty cash report.

*This learning outcome will constitute 8% of the course's grade.*

13. Demonstrate proficiency using the alphabetic, subject, numeric, and geographic filing systems for filing business correspondence, reports, and records.

Elements of the Performance:

- File cards alphabetically containing names of individuals, businesses, and organizations.
- File correspondence alphabetically.
- Inspect, index, code, sort, and store correspondence.
- Retrieve materials from the files.
- Identify the basic terms and parts of card and correspondence filing systems.
- Prepare records to be filed, including referencing procedures.
- File correspondence by subject.
- Create miscellaneous subject folders.
- File cards in a numeric system in which the cards are arranged in consecutive order, or low number to high.

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- File cards in a numeric system in which the cards are arranged in terminal-digit order.
- Demonstrate proficiency using the geographic card file system.

*This learning outcome will constitute 25% of the course's grade.*

**III. TOPICS:**

1. A Career as an Administrative Assistant
2. Human Relations
3. Management of Work, Time, and Resources
4. Organization Structure and Office layout
5. Reprographics and Transcription Skills
6. Incoming and Outgoing Mail
7. Front-line Reception
8. Telecommunications in the Office
9. Travel
10. Meetings and Conferences
11. Reference Sources
12. Bank Transactions and Record Keeping
13. Filing

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**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Administrative Procedures for the Canadian Office, 5<sup>th</sup> Edition, Lauralee Kilgour, Edward Kilgour, Lucy Mae Jennings, Sharon Burton, Nelda Shelton, Prentice Hall, Canada, Inc., 1999. ISBN 0-13-013573-9

Quick Filing Practice, Third Canadian Edition, Stewart, McGraw-Hill Ryerson.

Manila file folders – letter size

Paperclips, notepaper

**V. EVALUATION PROCESS/GRADING SYSTEM:**

Three Tests:

Role of the Secretary; Human Relations; Management of Work, Time, and Resources; Organization Structure & Office Layout. **(21%)**

Reprographics and Transcription Skills; Incoming and Outgoing Mail; Front-Line Reception; Telecommunications in the Office. **(22%)**

Making Travel Arrangements; Meetings and Conferences; Reference Sources; Bank Transactions and Record Keeping. **(22%)**

Five Quizzes:

Quiz #1 – Indexing rules 1-5

Quiz #2 – Indexing rules 1-10

Quiz #3 – Indexing rules 1-12

Quiz #4 – Alphabetic correspondence filing  
Subject correspondence filing

Quiz #5 – Numeric card filing  
Geographic card filing **(25%)**

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 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.

Field trips, guest speakers, and specified visuals or the like are arranged to supplement classroom activities. Attendance is mandatory. If a student is not in attendance, the student will have a choice of either (a) a loss of 10 percent of the accumulative semester mark (all items except tests) or (b) preparing a paper relating to the field trip or topic under discussion - particulars to be approved by instructor.

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.	
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 &amp; 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 been impossible for the faculty member to report grades.	

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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 post secondary institutions.
3. 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.
4. Substitute course information is available in the Registrar's office.
5. 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.
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.

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8. 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.
9. Regular attendance is expected so the professor can observe work and provide guidance as necessary.
10. Producing accurate work is fundamental to this course. Marks will be deducted for inaccuracies.

**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.