



## **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 CICE student along with the assistance of a Learning Specialist, will demonstrate the basic 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.
  - 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 diversity in the workplace.
- Give examples of information that is private and should be kept confidential.
- Explain why change is inevitable in the office and how office professionals should handle it

- Describe what is meant by personal qualities and explain why they are important in the workplace.
  - Recognize positive and negative behaviours associated with office politics.
  - Identify unethical office practice and determine how to deal with it.
  - 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. Search for pertinent information effectively.

Elements of the Performance:

- 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.
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:

- 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.
- 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.

5. 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.
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.
- 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.
- Determine the appropriate time to call offices in another time zone.

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:

- 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.

8. 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.

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.
  - 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.
10. 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:
  - arranging the date and time
  - reserving the meeting room
  - sending notices
  - preparing the agenda
  - planning for supplies, equipment, and software
  - planning for food and refreshments
  - assembling materials
  - attending the meeting
  - recording the meeting
  - following up after the meeting
  - preparing and editing minutes
- Identify the benefits of virtual meetings.
- Discuss forms of teleconferencing that are used to conduct meetings and conferences.

11. 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. Management of Work, Time, and Resources
4. Reference Sources
5. Organization Structure and Office Layout
6. Office Technology
7. Incoming and Outgoing Mail
8. Front-line Reception
9. Travel Arrangements
10. Meetings and Conferences
11. Office Commerce and Keeping Records

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

Administrative Procedures for the Canadian Office, 8<sup>th</sup> Edition, Lauralee Kilgour, Edward Kilgour, Blanche Rogers, Sharon Burton, and Nelda Shelton, Prentice Hall, Canada, Inc., 2010. ISBN 0-13-613911-6

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%**

**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:



<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
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:

### 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.

### 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 postsecondary institutions.

### Disability Services:

If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Prior Learning Assessment:

Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

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

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*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may (i) issue a verbal reprimand, (ii) make an assignment of a lower grade with explanation, (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade “C”, (iv) make an automatic assignment of a failing grade, (v) recommend to the Chair dismissal from the course with the assignment of a failing grade. 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.

Student Portal:

The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations, in addition to announcements, news, academic calendar of events, class cancellations, your learning management system (LMS), and much more. Go to <https://my.saultcollege.ca>.

Electronic Devices in the Classroom:

Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

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.

Tuition Default:

Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honoured) as of the first week of June will be removed from placement and clinical activities. This may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default. Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.

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

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 all required 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 Library.

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.

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.

## **CICE Modifications:**

### **Preparation and Participation**

1. A Learning Specialist will attend class with the student(s) to assist with inclusion in the class and to take notes.
2. Students will receive support in and outside of the classroom (i.e. tutoring, assistance with homework and assignments, preparation for exams, tests and quizzes.)
3. Study notes will be geared to test content and style which will match with modified learning outcomes.
4. Although the Learning Specialist may not attend all classes with the student(s), support will always be available. When the Learning Specialist does attend classes he/she will remain as inconspicuous as possible.

#### **A. Tests may be modified in the following ways:**

1. Tests, which require essay answers, may be modified to short answers.
2. Short answer questions may be changed to multiple choice or the question may be simplified so the answer will reflect a basic understanding.
3. Tests, which use fill in the blank format, may be modified to include a few choices for each question, or a list of choices for all questions. This will allow the student to match or use visual clues.
4. Tests in the T/F or multiple choice format may be modified by rewording or clarifying statements into layman's or simplified terms. Multiple choice questions may have a reduced number of choices.

#### **B. Tests will be written in CICE office with assistance from a Learning Specialist.**

##### ***The Learning Specialist may:***

1. Read the test question to the student.
2. Paraphrase the test question without revealing any key words or definitions.
3. Transcribe the student's verbal answer.
4. Test length may be reduced and time allowed to complete test may be increased.

#### **C. Assignments may be modified in the following ways:**

1. Assignments may be modified by reducing the amount of information required while maintaining general concepts.
2. Some assignments may be eliminated depending on the number of assignments required in the particular course.

##### ***The Learning Specialist may:***

1. Use a question/answer format instead of essay/research format
2. Propose a reduction in the number of references required for an assignment
3. Assist with groups to ensure that student comprehends his/her role within the group
4. Require an extension on due dates due to the fact that some students may require additional time to process information
5. Formally summarize articles and assigned readings to isolate main points for the student
6. Use questioning techniques and paraphrasing to assist in student comprehension of an assignment

#### **D. Evaluation:**

Is reflective of modified learning outcomes.