SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO

CICE COURSE OUTLINE

COURSE TITLE: Administrative Office Procedures

CODE NO. :   OAD114   **SEMESTER:**   Fall
MODIFIED CODE: OAD0114

PROGRAM: Office Administration - Executive (Accelerated)

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MODIFIED BY: Allie , Learning Specialist CICE Program

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APPROVED: "Angelique Lemay"   Jan. 2013

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Dean, School of Community Services   **DATE**
and Interdisciplinary Studies

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 CICE student, with the assistance of a Learning Specialist will demonstrate a basic ability to:

1.   Recognize the changing role of the administrative assistant /office professional in the business world.

Potential Elements of the Performance:

- Identify current office trends.
- Understand the background of the title secretary.
- Differentiate between the role of an executive assistant and that of a personal assistant.
- Recognize the role of the administrative assistant.
- Identify 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.
- Recognize 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.
- Discuss why change is inevitable in the office and how office

professionals should handle change.
- Describe what is meant by personal qualities and discuss 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:

- Explore the services provided by libraries.
- Identify the purpose of different directories.
- Identify the benefits of an on-line computer search.

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

Potential Elements of the Performance:

- Be familiar with the concept of Total Quality Management.
- Recognize how Total Quality Management affects the work of an administrative assistant.
- Employ 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.
- Cooperate with peers to organize office supplies and the workstation.
- Relate to the procedures to ensure accuracy when proofreading keyed work.
- Suggest methods for practicing environment consciousness in an office.
- Prepare a daily plan chart.

5.   Identify the importance and use of office technology, including the telephone and the Internet, in the office environment.

Potential Elements of the Performance:

- Discuss the administrative assistant's role in using a computer in the office.
- Discuss how the office professional may use the Internet to improve efficiency in the office.
- Identify office telephone equipment.
- Demonstrate communication skills needed for effective use of the telephone.
- Describe the advantages and disadvantages of voice mail.
- Identify the procedures for answering, transferring, conferencing, and screening office calls.
- Use a telephone directory to locate information.
- Be familiar with the procedure for placing and receiving long-distance calls.

6. 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.
- Follow 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.
- Demonstrate proper envelope addressing.
- Describe methods of delivery that are alternatives to those offered by Canada Post.

8. Assist in handling aspects of front-line reception.

Potential Elements of the Performance:

- Follow guidelines for scheduling and cancelling office appointments.
- Discuss advantages and drawbacks of using an electronic calendar system in the office.
- Discuss techniques for keeping a well-ordered appointment book.
- Describe the courtesies necessary when receiving office visitors.
- Discuss how to interrupt and terminate a meeting.
- Discuss how to refuse an appointment.

- Describe how to handle difficult customers.
- Describe procedures for dealing with abusive customers.
- Outline the procedures for recording effective telephone messages.

10   Organize resources and services to assist in preparing a suitable environment for business meetings and conferences.

Elements of the Performance:

- Describe the preparation and arrangements needed for informal meetings, including:
    - arranging the date and time
    - reserving the meeting room
    - sending notices
    - planning for food and refreshments
    - attending the meeting
- Identify the benefits of virtual meetings.
- Discuss forms of teleconferencing that are used to conduct meetings and conferences.

11   Handle office commerce and record-keeping.

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.
- Identify the two certificates that identify a safe, trustworthy website.
- Be familiar with 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.
- List the standard procedures for keeping a petty cash fund.
- Complete petty cash vouchers.
- Prepare a petty cash report.

III.   TOPICS:

1.   A Career as an Office Professional
2.   Human Relations
3.   Management of Work, Time, and Resources

    4.   Reference Sources
    5.   Office Technology
    6.   Incoming and Outgoing Mail
    7.   Front-line Reception
    8.   Meetings and Conferences
    9.   Office Commerce and Keeping Records

IV.   REQUIRED RESOURCES/TEXTS/MATERIALS:

<u>Administrative Procedures for the Canadian Office</u>, 8th 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%)**

Assignments:

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

TOTAL
100%

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*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
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.

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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
- 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 chair 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 practice 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.

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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.

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.

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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.

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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.