

PHILOSOPHY/GOALS

This course enables Office Administration students to update and refine interview skills; develop and apply critical thinking, research and reporting skills; and develop skills essential for recording and processing oral information.

PREREQUISITE

To register in English 314-3, the student must have successfully completed the 100 and 200 level English courses for Office Administration.

METHOD OF ASSESSMENT

Students will be assessed on oral and written assignments and on class activities as specified on page three.

Letter grades will be assigned in accordance with the Language and Communication Department Guidelines.

The following letter grades will be assigned as final grades in courses in the Language and Communication Department:

A+	Consistently outstanding	(90% - 100%)
A	Outstanding achievement	(80% - 89%)
B	Consistently above average achievement	(70% - 79%)
C	Satisfactory or acceptable achievement in all areas subject to assessment	(60% - 69%)
R	Repeat--The student has not achieved the objectives of the course and the course must be repeated.	(Less than 60%)
CR	Credit exemption	
X	A temporary grade, limited to situations with extenuating circumstances, giving a student additional time to complete course requirements	

NOTE: Students may be assigned an "R" grade early in the course for unsatisfactory performance.

TEXTBOOKS

1. College English Communication. Stewart-Zimmer-Camp-Dombeck. McGraw-Hill Ryerson. (Reference)
2. GAGE Canadian Dictionary, GAGE Educational Publishing Company.
3. Roget's Thesaurus.
4. Gregg Reference Manual.

COURSE OBJECTIVES

Upon completion of the course, students will be able to do the following:

1. Prepare for a staged interview, provide a suitable resume and write an appropriate cover letter.
2. Build interview skills by preparing for an interview and participating as interviewee in a videotaped interview.
3. Develop critical awareness of the interview process by analyzing interview performance from feedback obtained during and subsequent to the interview.
4. a) Utilize writing and editing skills and area-related content in the preparation of business documents.
b) Communicate information and plans effectively, and be able to do so in a persuasive manner.
5. Use critical thinking to analyze area-related situations requiring professional judgement; compare alternatives; select and justify a solution.

INSTRUCTIONAL METHODS

Instructional methods will vary according to student needs.

ASSIGNMENTS AND PERCENTAGE GRADING

Objective one:	Employment search skills40%
Objective two:	Videotaped interview: completion and evaluation.10%
Objective three:	Interview: student analysis10%
Objective four:	1. Advanced business writing/ formal business report	20%
	2. Oral presentation supported by visual aids	10%
Objective five:	Critical thinking/ creative problem solving	10%
TOTAL		.100%

DUE DATES

Due dates for assignments, interviews, and presentations will be announced during the semester.

TIME FRAME

Advanced Communication Skills for Office Administration (ENG 314-3) involves two periods per week for one entire semester.

PLAGIARISM

Students should refer to the definition of "academic dishonesty" in the "Statement of 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, as may be decided by the professor.

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.

SPECIAL NOTES

All students should be aware of the Special Needs Office in the college. Students with identified special needs are encouraged to discuss required accommodations confidentially with the professor. It is the responsibility of students who require accommodations to contact the Special Needs Office. All students and their tutors are required to meet with the professor before tutoring begins and as needed throughout the semester to enhance the learning process and student success.

ADVANCED CREDIT

Students who have completed an equivalent post-secondary course should bring relevant documents to the Coordinator, Language and Communication Department. Those who have related employment-centred experience should see the Prior Learning Assessment (PLA) Coordinator.