



COURSE OUTLINE

OAD0114

Prepared: Amy Peltonen Approved: Sherri Smith

Course Code: Title	OAD0114: ADMINISTRATIVE OFFICE PROCEDURES						
Program Number: Name	1120: COMMUNITY INTEGRATN						
Department:	C.I.C.E.						
Semester/Term:	17F						
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.						
Total Credits:	2						
Hours/Week:	5						
Total Hours:	35						
Essential Employability Skills (EES):	<p>#1. Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.</p> <p>#2. Respond to written, spoken, or visual messages in a manner that ensures effective communication.</p> <p>#5. Use a variety of thinking skills to anticipate and solve problems.</p> <p>#6. Locate, select, organize, and document information using appropriate technology and information systems.</p> <p>#8. Show respect for the diverse opinions, values, belief systems, and contributions of others.</p> <p>#10. Manage the use of time and other resources to complete projects.</p> <p>#11. Take responsibility for ones own actions, decisions, and consequences.</p>						
Course Evaluation:	Passing Grade: 50%, D						
Other Course Evaluation & Assessment Requirements:	Note RE: Assignments Field trips and guest speakers are arranged to supplement classroom activities. Attendance is mandatory. If a student is not in attendance, he or she will have a loss of 25 percent of the production problems/assignments/participation semester mark.						
Evaluation Process and Grading System:	<table border="1"> <thead> <tr> <th>Evaluation Type</th> <th>Evaluation Weight</th> </tr> </thead> <tbody> <tr> <td>Assignments, Production Problems, Attendance</td> <td>10%</td> </tr> <tr> <td>Test 1</td> <td>30%</td> </tr> </tbody> </table>	Evaluation Type	Evaluation Weight	Assignments, Production Problems, Attendance	10%	Test 1	30%
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Test 2	30%
Test 3	30%

Books and Required Resources:

Administrative Procedures for the Canadian Office by Lauralee Kilgour, Edward Kilgour, Marie Rutherford, Blance Rogers, Sharon Burton, and Nelda Shelton
 Publisher: Prentice Hall Edition: 9th
 ISBN: 9780132164375
 Canadian Edition

Course Outcomes and Learning Objectives:

Upon successful completion of this course, the CICE student, with the assistance of a Learning Specialist will acquire varying levels of skill development relevant to the following learning outcomes:

Course Outcome 1.

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

Learning Objectives 1.

- 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.
- Describe the role of the legal and the medical 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.

Course Outcome 2.

Handle front-line reception.

Learning Objectives 2.



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- 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.

Course Outcome 3.

Organize travel arrangements and prepare the related documentation accurately and in appropriate format.

Learning Objectives 3.

- 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.

Course Outcome 4.

Organize resources and services to prepare a suitable environment for business meetings and



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conferences.

Learning Objectives 4.

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

Course Outcome 5.

Handle office commerce, record-keeping, and banking transactions.

Learning Objectives 5.

- 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.



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- 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.

Course Outcome 6.

Use effective interpersonal skills for the workplace to assist the completion of individual and team tasks and to promote the image of the organization.

Learning Objectives 6.

- 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 information that is private and should be kept confidential.
 - 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.
- Explain why change is inevitable in the office and how office professionals should handle change.
 - 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.

Course Outcome 7.

Recognize the importance of “cultural literacy” in the workplace.

Learning Objectives 7.



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- Describe multiculturalism.
- Comprehend the importance and benefit of diversity.
- Describe cross-cultural competence.
- Describe methods for developing cross-cultural awareness.
- Identify ways for improving international communication across cultures.
- Discuss the importance of international business relations.
- State important considerations when travelling to foreign countries and hosting international visitors.

Course Outcome 8.

Search for pertinent information effectively.

Learning Objectives 8.

- 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.

Course Outcome 9.

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

Learning Objectives 9.

- 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.



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- List the procedures to ensure accuracy when proofreading keyed work.
- Suggest methods for practicing environment consciousness in an office.
- Prepare a daily plan chart.

Course Outcome 10.

Recognize organizational structures in the workplace and plan ergonomically designed office layouts.

Learning Objectives 10.

- 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.

Course Outcome 11.

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

Learning Objectives 11.

- 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.



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- 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

Course Outcome 12.

Organize and process electronic and paper communications to assist the flow of information in the workplace, including electronic and traditional forms of mail.

Learning Objectives 12.

- 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.

Course Outcome 13.

Outline the basic elements of project management.

Learning Objectives 13.

- Recognize the difference between a project and ongoing work.
- Understand concepts related to the theory of project management.
- Define the role of the project manager and the project assistant.
- Identify project management software options.

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.



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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. Further modifications may be required as needed as the semester progresses based on individual student(s) abilities and must be discussed with and agreed upon by the instructor.

B. 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.

C. 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.

D. 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:



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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

E. Evaluation:

Is reflective of modified learning outcomes.

NOTE: Due to the possibility of documented medical issues, CICE students may require alternate methods of evaluation to be able to acquire and demonstrate the modified learning outcomes

Date:

Wednesday, September 6, 2017

Please refer to the course outline addendum on the Learning Management System for further information.