

I. COURSE DESCRIPTION:

This course will provide to the CICE student an introduction to the basic office procedures and technology geared to reflect current changes in the workplace. The CICE student will receive assistance from a learning specialist regarding topics including 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 support of a Learning Specialist, will demonstrate the 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.
 - 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.
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 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.
3. Recognize the importance of “cultural literacy” in the workplace.

Potential Elements of the Performance:

- 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.
4. 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.
5. 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.

III. TOPICS:

1. A Career as an Office Professional
2. Human Relations
3. Cultural Diversity and International Business Relations
4. Management of Work, Time, and Resources
5. Reference Sources
6. Organization Structure and Office Layout
7. Office Technology
8. Incoming and Outgoing Mail
9. Project Management
10. Front-line Reception
11. Travel Arrangements
12. Meetings and Conferences
13. Office Commerce and Keeping Records

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Administrative Procedures for the Canadian Office, 9th Edition, Lauralee Kilgour, Edward Kilgour, Marie Rutherford, Blanche Rogers, Sharon Burton, and Nelda Shelton, Prentice Hall, Canada, Inc., 2014.

Manila file folders – letter size

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

Introduction: A Career as an Office Professional; Human Relations; Cultural Diversity and International Business Relations, Management of Work, Time, and Resources; Reference Sources; Organization Structure & Office Layout **(30%)**

Office Technology; Incoming and Outgoing Mail; Project Management, Front-Line Reception **(30%)**

Travel Arrangements; Meetings and Conferences; Office Commerce and Keeping Records **(30%)**

Assignments:

Production problems/assignments/participation (10%)*

**TOTAL
100%**

***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:

<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:

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.

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 dean 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 practise 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.

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.

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:

1. 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.
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 postsecondary institutions.

3. 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.

4. Accessibility 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 Accessibility Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.
5. Communication:
The College considers ***Desire2Learn (D2L)*** 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 this Learning Management System (LMS) communication tool.
6. Plagiarism:
Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. 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.

7. 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 November will be removed from placement and clinical activities due to liability issues. 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.

8. 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>.

9. 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.

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.