

I. COURSE DESCRIPTION: Students learn practical and transferable office support skills and gain understanding of attitudes, behaviours and knowledge, which can be valuable in obtaining and retaining careers in today's fast-changing office environment. Topics covered include: internet research and reporting; email messages; managing time and stress; telecommunications; office reception and customer service; planning meetings and travel arrangements; handling office mail; and records management.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Describe today's work world

Potential Elements of the Performance:

- Identify different organizational structures.
- Describe today's diverse workforce.
- Describe employability skills necessary for an administrative assistant.
- List 6 steps to effective problem-solving.

2. Manage workload of an office assistant

Potential Elements of the Performance:

- Describe techniques for managing time.
- Identify time wasters.
- Identify factors that contribute to workplace stress and ways to reduce stress.

3. Describe elements of workplace ethics

Potential Elements of the Performance:

- List characteristics of ethical businesses.
- List characteristics of ethical employees.

4. Communicate effectively in the workplace

Potential Elements of the Performance:

- Describe communication skills needed in a culturally diverse workforce.
- Describe factors that lead to effective verbal and nonverbal communication.
- Identify transcription equipment and the process of transcription.

5. Describe various electronic communication tools
Potential Elements of the Performance:
 - List electronic communication tools (e.g. instant messaging, blogs, discussion groups, fax machines).
 - Conduct internet research about social media and how it is used to connect with clients, customers and employees.

6. Handle office mail and reprographics
Potential Elements of the Performance:
 - Demonstrate proper mail sorting technique.
 - Identify appropriate mail services to use for a variety of outgoing mail.
 - List and describe the most commonly used mail classifications.
 - Describe common features of office copiers.
 - Describe ethical issues of using an office copier.

7. Manage workplace records
Potential Elements of the Performance:
 - Define records management.
 - Describe the life cycle of a record.
 - Describe types of equipment and supplies used to store records.
 - Name various types of records management systems.
 - Demonstrate proper alphabetical records management techniques.
 - Describe storage mediums and file management for electronic records.

8. Plan and organize meetings
Potential Elements of the Performance:
 - Describe various meeting formats.
 - Describe the responsibilities of the Administrative Assistant in planning and organizing meetings.
 - Prepare an agenda and minutes.

9. Arrange Business Travel
Potential Elements of the Performance:
 - Prepare an itinerary for business travel.
 - Complete an expense report.

III. TOPICS:

(Note: These topics sometimes overlap several areas of skills development and are not necessarily intended to be explored in isolated learning units or in this order.)

1. Working as an Office Assistant
2. Communicating Effectively in the Workplace
3. Using the Telephone
4. Processing Incoming and Outgoing Mail
5. Managing Physical and Electronic Records
6. Planning and Organizing Meetings
7. Arranging Business Travel
8. Becoming a Virtual Assistant

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Fulton-Calkins, Patsy, Blaney, Diane, **Administrative Professional: Procedures and Skills (Second Canadian Edition)**. *Nelson Education Ltd.*

V. EVALUATION PROCESS/GRADING SYSTEM:

1. Assignments (60%)
2. Tests (40%)

The following semester grades will be assigned to students:

Grade	<u>Definition</u>	<i>Grade Point Equivalent</i>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
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.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.