DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION
COURSE OUTLINE – WINTER 2020

OA 1215 EC CANADIAN OFFICE PROCEDURES - 3 (3-0-2) 75 HOURS, 15 WEEKS

INSTRUCTOR:	Sharron Barr	**PHONE:**	250 – 755 – 7867 (home)
			780 – 897 – 6676 (cell)
			Call or text me anytime before 9 p.m. PST or PDST
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OFFICE HOURS:	Contact me anytime before 9 in the evening.		

CALENDAR DESCRIPTION:

This modularized course covers the essential fundamentals of working in a professional office including: human relations, filing and records management, email records in Outlook, management of work, time and resources, Outlook Tasks and Calendar, organizational office structure and office layout, telephone and front-line reception, scheduling using Outlook Calendar, Tasks and Journalizing using Outlook, reprographics; meetings and conferences, Outlook Contacts and Meetings, in-coming and out-going mail, volunteerism, professional development; and employment strategies and job success skills.

PREREQUISITE(S)/COREQUISITE:

None

REQUIRED TEXT/RESOURCE MATERIALS:

1) ***Beginning Human Relations*** 1st Edition. This book is an OER (Open Educational Resource) and is provided free of charge.
2) Stewart & Trent*, **Quick Filing Practice*** 5th Edition, McGraw Hill*, 2015
3) Rechoum, Naziha, ***Outlook 2016– Simple & Easy***, 2nd Edition. Logitell Publishing Inc.

REQUIRED COMPUTER HARDWARE:

This course requires students to have access to a computer with Windows 7 or Vista Operating System, high-speed internet access, Microsoft Word 2016, access to Microsoft PowerPoint, and a client e-mail account with attachment capabilities.

CREDIT/CONTACT HOURS:

3 credits/75 contact hours

DELIVERY MODE(S):

Internet Delivery using Moodle Software, e-mail, and telephone.
https://moodle.gprc.ab.ca/course/view.php?id=6952

COURSE OBJECTIVES:

This modularized course will teach and allow you to practice and master the essential fundamentals of working in a professional office. This course will teach you:

1. human relations skills
2. filing and records management skills, systems and practices
3. work, time and resources management systems and practices using traditional procedures and office technology organizational structure and office layout systems
4. telephone and front-line reception skills and best practices
5. reprographics equipment operation and effective reprographic systems
6. effective meetings and conference planning, management and follow-up skills and systems
7. electronic and traditional mail handling including Outlook
8. volunteerism and professional development as part of the office professional's duties
9. employment strategies and job success skills including resume and cover letter preparation, mock interviews and creation of a critical employability skills portfolio

GRADING CRITERIA:

Volunteer Work	10%
Forum Contributions	15%
Assignments	25%
Quizzes & Tests	30%
Filing Module	20%

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100		C+	2.3	67-69
A	4.0	85-89		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	0.0	00-49

STUDENT RESPONSIBILITIES:

To read, understand and comply with GPRC academic policies.

**Note: all Academic and Administrative policies are available at

https://www.gprc.ab.ca/about/administration/policies/

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at

https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Reference & Readings
1	Welcome Week	**Get to know your Course Moodle Page** **Introductions** **Volunteering Assignment**
2	Human Relations Module	**Beginning Human Relations Ch 1-2** **Sources on Moodle**
3	Human Relations and Management of Work, Time & Resources	**Beginning Human Relations Ch 3 -4** **Sources on Moodle**
4	Meetings & Conferences and Human Relations	**Sources on Moodle** **Beginning Human Relations Ch 5 – 6 (specified pages)**
5	Travel Arrangements and Human Relations	**Sources on Moodle** **Beginning Human Relations Ch 7-8 (specified pages)**
6	Front Line Reception and Human Relations	**Sources on Moodle** **Beginning Human Relations Ch 10 (specified pages)**

Week	Topic	Reference & Readings
		Beginning Human Relations Ch 13
7	Traditional Mail and Electronic Mail – Outlook 2016	**Sources on Moodle** **Outlook**
8	Electronic Mail – Outlook 2016	**Outlook**
9	Electronic Mail – Outlook 2016	**Outlook**
10	Filing/Records Management Module	**Quick Filing Practice**
11	Filing/Records Management Module	**Quick Filing Practice**
12	Filing/Records Management Module	**Quick Filing Practice**
13 - 15	Employment Strategies & Job Success Skills	**Sources on Moodle**

Course Policies:

Exams: Any missed quizzes and exams will result in a grade of 0%

No Late Assignments will be permitted. Assignment links will be closed at midnight of the due date.