



**DEPARTMENT OF BUSINESS AND  
OFFICE ADMINISTRATION  
COURSE OUTLINE – FALL 2019**

OA 1215 HI/ED CANADIAN OFFICE PROCEDURES - 3 (3-0-2) 75 HOURS  
Tuesday, Thursday and Friday 10:00-11:20 AM

**INSTRUCTOR:** Tashia Lepage                      **PHONE:** 780-865-7666  
**OFFICE:** Hinton                                      **E-MAIL:** Tlepage@gprc.ab.ca

**OFFICE HOURS:** By appointment

**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*** 1<sup>st</sup> Edition. This book is an OER (Open Educational Resource) and is provided free of charge.
- 2) Stewart & Trent, ***Quick Filing Practice*** 5<sup>th</sup> 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):

Lecture/Lab

## 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	5%
Human Relations and Office Procedures	35%
Outlook	15%
Filing Module	15%
Employability Skills	30%

In order to receive credit for OA1030, **YOU MUST ACHIEVE 50 PERCENT ON THE FINAL EXAMINATION, AND A COURSE COMPOSITE GRADE OF AT LEAST D (50%).** You are strongly encouraged to complete all assignments and exams—you will receive a zero (0) for any missed assignment or exam

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

## COURSE SCHEDULE/TENTATIVE TIMELINE:

<b>Week</b>	<b>Topic</b>	<b>Reference &amp; Readings</b>
1	Welcome Week	<b>Get to know your Course Moodle Page</b> <b>Introductions</b> <b>Volunteering Assignment</b>
2	Human Relations Module	<b>Beginning Human Relations Ch 1-2</b> <b>Sources on Moodle</b>
3	Human Relations and Management of Work, Time & Resources	<b>Beginning Human Relations Ch 3 -4</b> <b>Sources on Moodle</b>
4	Front Line Reception, Office Technology, and Human Relations	<b>Sources on Moodle</b> <b>Beginning Human Relations Ch 5 – 6 (specified pages)</b>
5	Travel Arrangements, Incoming and Outgoing Mail, and Human Relations	<b>Sources on Moodle</b> <b>Beginning Human Relations Ch 7-8 (specified pages)</b>
6	Meetings and Conferences and Human Relations	<b>Sources on Moodle</b> <b>Beginning Human Relations Ch 10 (specified pages)</b> <b>Beginning Human Relations Ch 13</b>
7	Electronic Mail – Outlook 2016	<b>Sources on Moodle</b> <b>Outlook</b>
8	Electronic Mail – Outlook 2016	<b>Outlook</b>

<b>Week</b>	<b>Topic</b>	<b>Reference &amp; Readings</b>
9	Electronic Mail – Outlook 2016	<b>Outlook</b>
10	Filing/Records Management Module	<b>Quick Filing Practice</b>
11	Filing/Records Management Module	<b>Quick Filing Practice</b>
12	Filing/Records Management Module	<b>Quick Filing Practice</b>
13 - 15	Employment Strategies & Job Success Skills	<b>Sources on Moodle</b>

**Course Policies:**

Exams: Quizzes and exams will be written as scheduled. Unless there is an excusable absence (usually requiring a doctor's note), and missed exams or quizzes will result in a mark of 0%

No Late Assignments will be permitted. Any missed assignments will result in a mark of 0%.