

OA160
Office Procedures
3 Credits

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Reviewer: Doreen Deer

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OA160 Version: 2



Office Procedures

Calendar Description

This course offers an introduction to the world of an office administrator. Key skills such as public relations, customer service, communication, critical thinking and conflict resolution are examined. Students learn how to meet and greet customers; schedule meetings and appointments; share information with others through social media and by email, correspondence, reports, faxes, and telephone; maintain records; create presentations; and manage many other administrative details required in a typical office.

Rationale

This is a required course for the Administrative Professional program. Prospective office assistants take this course to study the structures, procedures, and technology common to business offices. Integration of skills, procedures, and attitudes within the course prepares students to understand how these concepts relate to an actual office setting.

Prerequisites

None

Co-Requisites

None

Course Learning Outcomes

Upon successful completion of this course, students will be able to

1. identify current office trends, the role of an administrative assistant, and future employment opportunities of an office professional.
2. identify interpersonal skills of professionals in the workplace, describe productive and nonproductive behaviors within a team, and respect information that should be kept confidential.
3. explain steps for setting and meeting goals and priorities, organize the work area, and manage a workload.

4. use basic ethical terms, concepts, and characteristics of businesses and organizations, and identify unethical workplace behaviour.
5. describe benefits of teams, processes in which they operate and qualities, and demonstrate skills for being an effective team member.
6. provide effective customer service.
7. plan, research, write, and deliver presentations.
8. use equipment and effective techniques for telephone communication.
9. complete the duties of an administrative assistant that are related to meetings.

Resource Materials

Required Text:

Rankin, D. S., Shumack, K. A., & Turczyniak, E. (2020). *The administrative professional: Technology and Procedures*. (4th ed.). Toronto, ON: Nelson Education Ltd.

Conduct of Course

This 45 hour course emphasizes hands-on assignments with instruction and learning in a variety of forms including lecture, discussion, and group work. Class time is supplemented by PowerPoint, instructor handouts, use of D2L, audiovisual materials, and guest speakers.

Evaluation Procedures

The final grade is an aggregate of the following components:

Tests	60%
Assignments	25%
Final Exam	15%
TOTAL	100%

NOTE: Inexcusably late assignments or absences for examinations will result in a mark of zero for the missed assessment.

Grade Equivalents and Course Pass Requirements

A minimum grade of D (50%) (1.00) is required to pass this course.

Letter	F	D	D+	C-	C	C+	B-	B	B+	A-	A	A+
Percent Range	0-49	50-52	53-56	57-59	60-64	65-69	70-74	75-79	80-84	85-89	90-94	95-100
Points	0.00	1.00	1.30	1.70	2.00	2.30	2.70	3.00	3.30	3.70	4.00	4.00

Students must maintain a cumulative grade of C (GPA - Grade Point Average of 2.00) in order to qualify to graduate.

Attendance

Regular attendance is essential for success in any course. Absence for any reason does not relieve a student of the responsibility of completing course work and assignments to the satisfaction of the instructor. Poor attendance may result in the termination of a student from a course(s).

If you do not meet the established attendance requirements, your instructor will recommend that the Registrar withdraw you from the course. A failing grade of RW (Required to Withdraw) will appear on your transcript.

In cases of repeated absences due to illness, the student may be requested to submit a medical certificate.

Instructors have the authority to require attendance at classes.

Course Units/Topics

Course Units/Topics

Part 1: The Workplace and You

- a. Entering the Workforce and Becoming a Professional
- b. Managing and Organizing Yourself, your Time, and your Workspace
- c. Working Ethically
- d. Mastering Technology

Part 2: Communication-The Key to your Success

- a. Improving Communication Skills
- b. Creating and Preparing Business Documents
- c. Developing Effective Presentations

Part 3: Administrative Support-Your Responsibilities

- a. Using Telecommunications and Workplace Collaboration Tools
- b. Handling Mail and Using Reprographic Equipment
- c. Maintaining Financial Records
- d. Managing Physical and Electronic Records
- e. Developing Customer Focus
- f. Coordinating Business Travel



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