

DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION COURSE OUTLINE -Fall 2022

OA1215 (A2): CANADIAN OFFICE PROCEDURES – 3 (3-0-2) 75 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR: Janelle MacRae **PHONE:** 780-539-2215

OFFICE: C305 **E-MAIL:** jmacrae@NWpolytech.ca

OFFICE HOURS: Monday and Wednesday 11:30 AM – 1:00 PM

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:

- The Administrative Professional Technology and Procedures
 Fourth Canadian Edition; Dianne
 S. Rankin, Kellie A. Shumack, Eva Turczyniak
 ISBN: 9780176832186
- 2. <u>Beginning Human Relations</u> 1st Edition. This book is an OER (Open Educational Resource) and is provided free of charge.

DELIVERY MODE(S):

On Campus - In Person

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

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page http://www.transferalberta.ca.

** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. **Students** are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability

EVALUATIONS:

| Job Success Skills | 5% | |
|---|------|--|
| - Regular attendance and punctuality | | |
| - Timely completion of quality work | | |
| - Ability to work both independently and collaboratively | | |
| - Participation in class and within groups | | |
| Volunteerism | | |
| Human Relations and Office Procedures, including Records Management | | |
| Outlook | 15% | |
| Employability Skills – Final Project | 30% | |
| - Search and Selection Team Project – 15% | | |
| - Resume, Cover Letter, and Portfolio – 15% | | |
| | 100% | |

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

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

COURSE SCHEDULE/TENTATIVE TIMELINE:

| Week | Topic | Reference & Readings |
|-------|---|---|
| 1 | Welcome | Get to know your Course |
| | | - MyClass Page, Course Outline, Books |
| | | - Volunteerism and Job Success Skills |
| | Start Human Relations: Attitudes, | Beginning Human Relations Ch 1 |
| | Self-Esteem, Perceptions | |
| 2 | Entering the Workforce | The Administrative Professional Ch 1 |
| | Achieving Personal Success, Emotional Intelligence (EQ), | Beginning Human Relations Ch 2 The Administrative Professional Ch 2 |
| | Handling Change, and Management of Time, Work, and | |
| 2 | Resources | |
| 3 | Managing Stress and Communicating Effectively | Beginning Human Relations Ch 3 and 4 |
| 4 | Developing Customer Focus, | The Administrative Professional |
| | Office Technology, and Work | Chapters 4 and 6 |
| | Ethics | Beginning Human Relations Ch 5 & 6 (specified pages) |
| 5 | Travel Arrangements, Working | The Administrative Professional |
| | Effectively in Groups and Handling | Chapter 12 |
| | Conflict and Negotiation | Beginning Human Relations Ch 7 & 9 (specified pages) |
| 6 | Handling Mail/Reprographic Equipment/ Email | The Administrative Professional Chapter 8 and Sources on MyClass |
| 7 | FALL BREAK | No Classes |
| 8 | Email with Outlook 365 | Sources on MyClass |
| 9 | Cultural Diversity and Managing Your Career | Beginning Human Relations Ch 10 & 13 (specified pages) |
| 10 | Filing/Records Management – | The Administrative Professional |
| | Week 1 | Chapter 10 |
| 11 | Meetings and Conferences and Minute Taking | The Administrative Professional Chapter 11 |
| 12 | Filing/Records Management – Week 2 | The Administrative Professional Chapter 10 |
| 13-15 | Employment Strategies & Job Success Skills - Final Project | Sources on The Administrative Professional and MyClass |

STUDENT RESPONSIBILITIES:

Students must read, understand and comply with Northwestern Polytechnic academic policies.

**Note: all Academic and Administrative policies are available at NWP Policies | Northwestern Polytechnic (nwpolytech.ca)

TESTING AND EXAM POLICIES

All quizzes will be written as scheduled. No rewrites will be given. If there is an excusable absence, an exemption will be given for that quiz. If the absence is not excusable, a grade of 0% will be given. There is no final exam in this course.

DUE DATES: Work must be submitted to MyClass and/or the instructor by the due date and time given. No lates will be accepted.

EMAIL CORRESPONDENCE:

*All email correspondence must be sent from your Northwestern Polytechnic student email account and must be professionally formatted (i.e., subject line filled in, proper greeting, spelling, and grammar check, etc.). Emails that do not follow the above requirements will not be responded to.

STATEMENT ON PLAGIARISM AND CHEATING:

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the Northwestern Polytechnic Calendar at https://www.nwpolytech.ca/programs/calendar/ or the Student Rights and Responsibilities policy which can be found at https://www.nwpolytech.ca/about/administration/policies/index.html.

**Note: all Academic and Administrative policies are available on the same page.