

**Grande Prairie Regional College**  
**Administrative Technology**  
**Course Outline**  
**OA1220 A3 / B3- Administrative Procedures II (3) (0-0-5)**

- Prerequisite:** None
- Session Details:** Winter 2004  
M 13:00 – 14:20  
T R 11:30 – 12:50
- Instructor:** Cara Douglas, C411, 539-2005, [cdouglas@gprc.ab.ca](mailto:cdouglas@gprc.ab.ca)  
Loren Jacula, C220, 539-2205, [ljacula@gprc.ab.ca](mailto:ljacula@gprc.ab.ca)
- Text:** **Administrative Procedures for the Canadian Office 6<sup>th</sup> Edition**, Kilgour, Lauralee. Scarbourough ON, Prentice Hall  
**Microsoft Outlook 2002, Microsoft Office Specialist Core Certification**, Courseware 3108-1, CCI Learning Solutions Inc.  
**Job Seeker's Handbook**, Alberta Human Resources and Employment
- Delivery Mode:** Lecture / Lab
- Course Description:** This course focuses on procedures for handling electronic mail (OUTLOOK 2002) and traditional mail, front-line reception/scheduling and electronic calendar systems (OUTLOOK 2002), Internet travel arrangements, and formal and informal meetings. Students will also study and research employment strategies, prepare and critical employability skills portfolio and resume, and participate in a simulated job interview.
- Course Objectives:** The student will be able to:
- Use Outlook 2002 basic commands, functions and capabilities to management mail and scheduling
  - Use the Internet to research and arrange business travel.
  - Arrange and provide administrative support for meetings
  - Create professional presentations that contain multiple slides and multimedia effects.
  - Prepare a Skills Portfolio that verifies and demonstrates learned office skills.
  - Practice professional interview skills
  - Participate in an assigned volunteer activity
- Grading:** Daily attendance is essential for successful completion of course

**Grading  
(Con't)**

material. Attendance is mandatory and will be recorded at each class. If you are ill, you must call your instructor and let me know you will be absent. As well, you need to arrange for a classmate to collect handouts and inform you of the work covered that day. Course lectures will not be repeated. More than 3 missed classes may result in a recommendation of “Debarred from Exam.” (See page 33, College Calendar)

**Assignments & Projects (40%)** Assignments and projects will not be accepted after material has been graded and returned (please note due dates) and a grade of F will be assigned.

**Performance Assessments and Exams (30%)** No make up exams once exams have been graded and returned (please note due dates) and a grade of F will be assigned.

**Employability Skills Portfolio (20%)**

**Job Success Skills & Community Service (10%)** The student will demonstrate job success skills through:

- regular attendance
- punctuality
- timely completion of work
- maintaining high standards of work
- ability to work independently
- ability to work collaboratively
- participation in a Department or Community event totaling 10 hours.

**Course Policy:**

1. Attendance is required and will be taken at each class. If you are ill, please call you instructor. More that 3 missed classes may result in a recommendation of “Debarred from Exam.” (See College calendar,p.33)
2. In-class tests, mid-terms, and final exams must be completed at the scheduled times. Alternate or individualized examination times will not be considered. Failure to complete examinations at the scheduled times will result in a grade of zero (0).
3. If you miss a class, have a classmate call you with your assignments. You are responsible for any work missed.
4. Assignments are due on the dates set by the instructor. Assignments may be handed in early, but only in exceptional circumstances may assignments be handed in late.
5. If you miss an in-class or homework assignment, you receive a zero (0) for that assignment. Some of these assignments may be unannounced before that date.
6. Plagiarism will not be tolerated.
7. All major assignments must be completed in order to complete a course.
8. Keep your work up-to-date. If you are absent, phone your study partner to find out what work you missed.

Study Partner’s Name \_\_\_\_\_

Study Partner’s Phone Number \_\_\_\_\_

Read your Rights & Responsibilities on page 30-40 of the College Calendar.

**NOTES:**

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