

The Learning Company

Office Procedures – Student Outline

COURSE DESCRIPTION:

The Office Procedure course focuses on preparing students for all levels of the office environment. The course provides an understanding of the technological changes currently impacting the Canadian workplace, as well as developing the knowledge and skills necessary for success in office environments when facing communication, human relations, and time and stress management.

DURATION: 50 Hours

TEXTBOOKS/RESOURCES:

- BlaneyFulton-Calkins, *The Administrative Professional*, 2nd Canadian Edition
- Materials as provided by the instructor

COURSE OBJECTIVES:

After completing this course, the student will be able to:

- Understand the role and responsibilities of the administrative professional
- Identify the qualities/traits of an effective employee
- Identify the how today's workforce has changed compared to years past
- Recognize the importance of ethics in the workplace
- Define Telework and identify its advantages and disadvantages
- Understand the impact of changes in technology
- Recognize the commonly used devices in today's office
- Identify the products and services available from Canada Post and other carriers
- Identify and features of reprographic equipment
- Recognize common practices in maintaining financial records
- Maintain a records management (filing) system according to established rules
- Identify key issues related to planning and conducting meetings
- Identify key issues related to traveling abroad for business
- Recognize the value virtual assistants
- Determine and practice the qualities and behaviors necessary in self-management
- Define causes of stress and identify stress reducers and how to control stress
- How to develop conflict resolution skills and manage anger
- Demonstrate awareness of basic workplace standards and practices
- Demonstrate respect for a culturally diverse workplace

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- Determine essential management responsibilities

KEY TOPICS:

- Entering the Workforce
- Managing/Organizing Yourself
- Working Ethically
- Mastering Technology
- Handling Mail, Reprographics
- Financial Records
- Managing Records
- Planning / Organizing Meetings
- Arranging Business Travel
- Becoming a Virtual Assistant

EVALUATION:

Each student's performance is evaluated based on the satisfactory completion of all exercises and assignments to the standard set by the instructor as well as achieving a passing grade on all tests/quizzes. The passing grade for this subject is 70%.

Assignments (9)	30%
Quizzes (3)	30%
Project (Office Manual)	<u>40%</u>
Total	100%

ASSIGNMENT SUBMISSION POLICY

Assignments are due on the dates specified by the instructor.

Students requiring extensions must make these arrangements prior to the assignment due date.

Late assignments will be discounted. Individual assignments will be marked down 10% of their value per day, up to a maximum of 3 days. After the third day, the assignment will not be accepted for marks.

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Absenteeism does not excuse students from their responsibilities. In the event of absenteeism, each student is responsible for the work assigned and the materials covered including assignments and quizzes.