COLLEGE OF THE ROCKIES

Administrative Procedures 1 - OFAD 135

Office Administration Program

Course Outline

COURSE IMPLEMENTATION DATE:	**Pre 1998**
OUTLINE EFFECTIVE DATE:	**September 2023**
COURSE OUTLINE REVIEW DATE:	**March 2028**

GENERAL COURSE DESCRIPTION:

Administrative Procedures 1 incorporates practical and professional approaches to learning office skills. Students solve on-the-job situations to encourage critical thinking. Ethics cases presented to students promote thoughtful discussions. Students also research new ideas and learn to work independently.

Program Information: This course is required for the Office Administration Certificate.

Delivery: This course is delivered online.

College of the Rockies Credits: 2.5

Hours for this course: 75 hours to be completed over 5 weeks

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Vocational Contact Hours	75
Total	75

Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-job Experience	N/A
Formal Work Experience	N/A
Other	N/A
Total	

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Course Outline Author or Contact:
Bonnie New, Instructor Diploma

Signature

APPROVAL SIGNATURES:

Department Head
Joy Brown
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Department Head Signature

Dean of Trades and Technology
Dr. Jack Moes
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Dean Signature

EDCO

Valid from: September 2023 – March 2028

Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT:

Prerequisites: OFAD 155 or current keyboarding speed of 25 gwam, OFAD 158, OFAD 160

Corequisites: None

Flexible Assessment (FA):

Credit can be awarded for this course through FA ☑ Yes ☐ No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio or Challenge Exam. Contact an Education Advisor for more information.

Transfer Credit: For transfer information within British Columbia, Alberta, and other institutions, please visit http://www.cotr.bc.ca/Transfer.

Students should also contact an academic advisor at the institution where they want transfer credit.

Prior Course Number: ABT 135

Date changed: September 2007

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Textbooks and Required Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date, the following textbooks were in use:

Fulton-Caikins, Blaney (2016). *The Administrative Professional, Procedures and Skills,* Current Issue, Toronto, ON: Nelson Education.

Please see the instructor's syllabus or check COTR's online text calculator https://textbook.cotr.bc.ca/ for a complete list of the currently required textbooks.

LEARNING OUTCOMES:

Upon the successful completion of this course, students should be able to

- define the role of the administrative assistant;
- identify productive team behaviours;
- demonstrate desirable personality traits and attitudes of an effective administrative assistant;
- discuss wellness in the workplace and strategies for dealing with stress;
- discuss the principles of ethical conduct in the workplace;
- manage work, time, and resources effectively;
- discuss organization structure, office layout and ergonomics;
- explain the procedures for processing incoming and outgoing mail;
- index and alphabetize names for the alphabetic filing system;
- describe front-line reception and the courtesies necessary when receiving office callers;
- plan, enter, and adjust appointments in either an electronic calendar or a paper calendar;
- describe the procedures for answering, transferring, and screening office calls;
- describe office commerce and keeping records;
- prepare an effective resume, letter of application, and follow up letters;
- complete work in a timely manner and on schedule; and
- take responsibility for attendance, absenteeism, and punctuality.

COURSE TOPICS:

- Entering the Workforce and Becoming a Professional
- Working Ethically
- Management of Work, Time, and Resources
- Organization Structure and Office Layout
- Incoming and Outgoing Mail
- Information Management
- Front-Line Reception
- Telecommunications in the Office
- Office Commerce and Keeping Records
- Employment Strategies
- Professional Development

See instructor's handout for the detailed outline of weekly readings, activities and assignments.

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EVALUATION AND ASSESSMENT:

Assignments	% Of Total Grade
Test 1 (Chapters 1 & 2)	15%
Test 2 (Chapters 3 & 5)	15%
Test 3 (Chapters 8 & 9)	15%
Test 4 (Chapter 10)	10%
Finding Test A (Chapter 11)	5%
Finding Test B (Chapter 11)	5%
Test 5 (Chapter 11)	10%
Test 6 (Chapter 12)	10%
Test 7 (Chapter 13)	15%
Total	100%

Please see the instructor handout for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments, and use of electronic aids.

Attendance is an important component of the course. Students are expected to complete this course within the scheduled course timeline. Failure to do so will result in an "F" grade. Extensions may be considered only if the student has demonstrated workplace appropriate responsibility for absence or delay throughout the course.

EXAM POLICY:

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

COURSE GRADE:

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	C+	C	F
Mark (Percent)	≥ 98	97-94	93-90	89-86	85-82	81-79	78-75	74-70	< 70

A grade of "C" grants credit, but may not be sufficient as a prerequisite for sequential courses.

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ACADEMIC POLICIES:

See www.cotr.bc.ca/policies for general college policies related to course activities, including grade appeals, cheating and plagiarism.

COURSE CHANGES:

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment, and marketing needs. The instructor will endeavour to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.

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