



OFAD-134 – Office Procedures 1

Technology

Effective Term & Year: Fall 2023
Course Outline Review Date: 2028-03-01

Program Area: Office Administration

Description:

Office Procedures 1 incorporates practical and professional approaches to learning skills required in today's office workplace. Students develop skills to efficiently complete a variety of office related procedures while demonstrating the personality traits, attitudes and behaviors required for an effective office administrative assistant. Students integrate new standards with equity, inclusion, and diversity in the workplace to solve on-the-job situations with a focus on wellness strategies for self and others.

Program Information:

This course is required for the Office Administration Certificate.

Delivery Methods: Online

Credit Type: College of the Rockies Credits

Credits: 3

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	105
Seminar/Tutorials	
Laboratory/Studio	
Practicum/Field Experience	

Co-op/Work Experience	
Other	
Total	105

Course Requisites:

- Complete all of the following
 - Completed the following:
 - [OFAD158](#) – Windows, Outlook, & File Management (1)
 - [OFAD160](#) – Word Processing 1 (1.5)
 - Completed at least 1 of the following:
 - [OFAD155](#) – Keyboarding 1 (1.5)
 - Or current keyboarding speed of 25 gwam

Flexible Assessment: Yes

In some cases students may be able to apply for recognition of prior learning outside the classroom. This flexible assessment process provides equivalent course credit. It is a rigorous process that may include external evaluation, worksite assessment, demonstration, standardized test, self-assessment, interview, products/portfolio, and challenge exam, or other measures as appropriate. Tuition fees apply. Contact an education advisor for more information.

Course Transfer Credit:

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

Textbook 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:

Kilgour, Lauralee. *Administrative Procedures for the Canadian Office*, Current Issue, North York, ON: Pearson 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;
 - integrate – equity, inclusion, and diversity practices for in the workplace;
 - identify productive team behaviours;
 - demonstrate desirable personality traits and attitudes of an effective administrative assistant;
 - strategize wellness for the workplace for ;
 - critically analyze 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;
 - execute work in a timely manner and on schedule; and
 - demonstrate responsibility for attendance, absenteeism, and punctuality.
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Course Topics:

- Entering the Workforce and Becoming a Professional
- Working Ethically
- Diversity and International Business Relations
- 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

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

Evaluation and Assessments

Assessment Type: Online

Assessment Type	% of Total Grade
Course Assignments	30%
Indexing Tests	10%
Chapter Tests	30%
Final Resume and Cover Letter	5%
Final Project	25%
Total	100%

Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=98	97-94	93-90	89-86	85-82	81-79	78-75	74-70			<70

Pass requirements: None

Evaluation Notes: A grade of “C” grants credit, but may not be sufficient as a prerequisite for sequential courses.

Evaluation Notes Comments:

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 Attendance:

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a “0” on the exam.

Academic Policies:

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.4.3 Students with Documented Disabilities

- Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
 - Policy 2.5.8 Academic Performance
 - Policy 2.5.3 Grade Appeal
 - Policy 2.4.9 Student Concerns Re Faculty
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Course Changes:

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.