OFAD-233 – Business Communications

Technology

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

Program Area: Office Administration

Description:

OFAD 233 Business Communications applies language and writing skills acquired in Business English Essentials to the planning, organizing, compositing, and revising of a variety of business messages. Topics include applying writing strategies to compose letters, formal and informal reports, memos, and other brief messages with an emphasis on clear, concise communications. Interpersonal skills for successful customer relations and office interactions are also included.

Program Information:

This course is required for the Office Administration Administrative Assistant Specialty 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:
        - OFAD160 – Word Processing 1 (1.5)
    - OFAD 155 or current typing speed of 25 gwam
    - Earned a minimum grade of B+ (86%) in each of the following:
        - OFAD158 – Windows, Outlook, & File Management (1)
        - OFAD130 – Business English Essentials (3.5)

Flexible Assessment: No

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 Columba 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:

Guffey, Mary Ellen, Loewy, Dana & Almonte, Richard (2019). *Essentials of Business Communication,* Current Edition. Nelson

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

- apply proofreading skills and advanced grammar mechanics;
- demonstrate basic and advanced writing techniques, including the use of plain language, concise wording, conversational tone and parallelism;
- apply writing strategies in composing memos and e-mail messages, request and reply letters, negative news letters, persuasive messages, and special goodwill messages;
- adapt basic communication strategies and techniques to a range of communication applications, including informal and formal reports;
- communicate professionally in person ;
- execute work in a timely manner and on schedule; and
- demonstrate responsibility for attendance, absenteeism, and punctuality.

Course Topics:

- Communication foundations
- Writing and revising skills
- Corresponding at work
- Reporting data
- Communicating in person

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
Chapter Test, Letters and Memos	50%
Chapter Quizzes	30%
Reports	10%
Proposal Letter	10%
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

Equivalent Course(s) and Course Code Changes

Prior Course Code: ABT 233

Date changed: September 2007

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.