



OFAD-234 – Office Procedures 2

Technology

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

Program Area: Office Administration

Description:

Office Procedures 2 builds on the skills developed in Office Procedures 1 related to the functions of entry-level administrative assistants to the role of executive assistant. Students focus on administrative functions including travel arrangements, written communications, organizing meetings and conferences, referencing, and Internet research using a variety of research techniques and office communication skills.

Program Information:

This course is required for the Administrative Assistant Specialty Certificate.

Delivery Methods: Online

Credit Type: College of the Rockies Credits

Credits: 2.5

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	75
Seminar/Tutorials	
Laboratory/Studio	
Practicum/Field Experience	
Co-op/Work Experience	

Other

Total	75
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Course Requisites:

- Complete all of the following
 - Completed the following:
 - [OFAD134](#) – Office Procedures 1 (3)
 - [OFAD158](#) – Windows, Outlook, & File Management (1)
 - [OFAD160](#) – Word Processing 1 (1.5)
 - OFAD 155 or current typing speed of 25 gwm.

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 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 Edition, 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

- compare and contrast the functions of entry-level administrative assistants from OFAD 134 to the role of executive assistants in OFAD 234 ;
- engage with computing applications software and local area networks;
- use word processing software to prepare confidential business documents;
- manage travel arrangements: book flights, reserve accommodations, ensure correct documentation, and prepare an itinerary;
- prepare a travel fund advance and travel claim forms;
- arrange formal and informal meetings and prepare related materials;
- compose, key, and circulate minutes of meetings;
- utilize a variety of research techniques: utilizing libraries, directories, search engines, etc.;
- utilize appropriate communications including: verbal, non-verbal, listening skills and giving and receiving feedback;
- write and key effective business letters, emails, and manuscripts;
- execute work in a timely manner and on schedule; and
- demonstrate responsibility for attendance, absenteeism, and punctuality.

Course Topics:

- Review from OFAD 134
- Online research and reference sources
- Office technology
- Web tools and security
- Project Management
- Travel arrangements
- Meetings and conferences
- Business communication
- Professional development

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
Theory Quizzes	40%
Practical Applications	60%
Total	100%

Grade Scheme

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

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.