

COURSE INFORMATION

A: Division: **INSTRUCTIONAL** Date: **JUNE 1996**
 B: Faculty: **COMMERCE AND BUSINESS ADMINISTRATION** New Course: **X**
 Program: **OFFICE ADMINISTRATION** Revision of Course Information form:

C: OADM 345 D: ADMINISTRATIVE PROCEDURES E: 3
 Subject & Course No. Descriptive Title Semester Credit

F: Calendar Description: This course addresses the role and responsibilities of the Administrative Assistant. Topics such as distribution of information, use and creation of policy manuals, records management, meeting and conference organization, travel arrangements, office layout/ergonomics/health and safety issues, and entrepreneurship will be covered. Building confidence in taking initiative in problem-solving and decision making will be a major component in all topics.

Summary of Revisions:

G: Type of instruction: Hrs per week

Lecture:	2	Hrs.
Laboratory:		Hrs.
Seminar:	2	Hrs.
Clinical Experience:		Hrs.
Field Experience:		Hrs.
Practicum:		Hrs.
Shop:		Hrs.
Studio:		Hrs.
Student Directed Learning:		Hrs.
Other (Specify)		
Total:	4	Hrs.
Semester Total (4 x 15wks):	60	Hrs.

H: Course Prerequisites:
nil

I: Course Corequisites:
nil

J: Course for which this Course is a Prerequisite:
nil

K: Maximum Class Size:
35

L: College Credit Transfer
 College Credit Non-Transfer
 Non-Credit

M: Transfer Credit: Requested:
 Granted:

Specify Course Equivalents or Unassigned Credit as appropriate:

BCOU
 SFU
 UBC
 UNBC
 UVIC
 Other:

Course Designer(s): B. Bowes Vice-President, Instruction: J. McKendry
 Dean: J. Sator Registrar: P. Angus

N: TEXTBOOKS AND MATERIALS TO BE PURCHASED BY STUDENTS

Kilgour, Lauralee and Lucy Mae Jennings. Administrative Procedures for the Canadian Office, Latest Ed. Toronto: Prentice Hall Canada Inc.

O: LEARNING OUTCOMES

The learner has reliably demonstrated the ability to:

1. clearly understand the role of the Administrative Assistant;
2. display appropriate attitudes and traits for an Administrative Assistant as part of a team;
3. take initiative in managing office supplies and organizing an effective workstation;
4. recognize and/or design a workable office layout, with consideration for its ergonomic and health/safety attributes;
5. assess the impact of computers in the office as they affect the Administrative Assistant; be aware of and choose appropriate hardware/software applications, and relate the transferability of skills from one application to another;
6. manage systems for the distribution of mail and information, internally and externally;
7. design and manage electronic and/or manual records management systems;
8. plan and manage domestic and international travel arrangements;
9. plan and manage informal/formal business meetings and conferences;
10. identify and organize reference resources for easy retrieval; and develop, maintain and utilize in-house policy and procedures manuals;
11. assess personal growth potential with a view to intrapreneurial and entrepreneurial opportunities.

P: COURSE CONTENT***Module 1 - Roles and Responsibilities***

- 1.1 The transition from 'Secretary' to 'Administrative Assistant'.
- 1.2 The impact of the Information Age on the role of the Administrative Assistant.

- 1.3 Team and group participation.
- 1.4 Attitudes and traits:
 - 1.4.1 Adaptability
 - 1.4.2 Self-confidence/composure
 - 1.4.3 Strength of character/self-reliance
 - 1.4.4 Efficient work habits
 - 1.4.5 Ethical behaviour

Module 2 - The Office: Space and Equipment

- 2.1 Control and organization of office supplies:
 - 2.1.1 Storage shelf organization/labeling
 - 2.1.2 Inventory control
 - 2.1.3 Price comparisons
 - 2.1.4 Supplier selection
 - 2.1.5 Systems and processes for internal distribution
- 2.2 Organization for an effective workstation:
 - 2.2.1 Destruction/recycling of out-dated/redundant papers
 - 2.2.2 Desktop neatness, contents and arrangement
 - 2.2.3 Follow-up systems
- 2.3 Arrangement of the office for effective workflow.
- 2.4 Office decor.
- 2.5 Ergonomics: furniture/lighting/acoustics/position of equipment.
- 2.6 Workers' Compensation Board (WCB) health and safety considerations.

Module 3 - Operational Responsibilities

- 3.1 Computers in the office:
 - 3.1.1 Input/processing/memory/output/storage
 - 3.1.2 Operating systems/LANs (Local Area Networks)/communications/troubleshooting
 - 3.1.3 Application programs - similarities and transferability of skills
- 3.2 Information distribution:
 - 3.2.1 Electronic mail: e-mail/facsimile/telegram/electronic money transfer/Telepost/Intelpost/Envoypost/VEM (Volume Electronic Mail)/CBMS (Computer-Based Message Systems)/voice mail
 - 3.2.2 Postal mail: incoming/outgoing
 - 3.2.3 Courier services

- 3.3 Conventional and electronic records management systems:
 - 3.3.1 Supplies and equipment
 - 3.3.2 Procedures
 - 3.3.3 Retention and transfer/Freedom of Information & Personal Privacy Act (FIPPA)
 - 3.3.4 Filing procedures/rules
- 3.4 Travel plans:
 - 3.4.1 Agencies and internal travel departments
 - 3.4.2 Domestic and international travel
 - 3.4.3 Itinerary preparation
- 3.5 Meetings and conferences:
 - 3.5.1 Informal business meetings
 - 3.5.2 Formal business meetings
 - 3.5.3 Team meetings
 - 3.5.4 Conferences
 - 3.5.5 Teleconferencing

Module 4 - Resources

- 4.1 Libraries.
- 4.2 Periodical, newspaper and vertical file indexes.
- 4.3 Government publications.
- 4.4 Directories.
- 4.5 On-line databases.
- 4.6 Policy and procedure manuals:
 - 4.6.1 Preparation
 - 4.6.2 Maintenance

Module 5 - Professional Growth

- 5.1 Career advancement.
- 5.2 Professional associations.
- 5.3 Lifelong learning.

Module 6 - Entrepreneurism

- 6.1 Personal suitability.

- 6.2 Opportunities.
- 6.3 Benefits and risks.
- 6.4 Business plan components.
- 6.5 Legalities.

Q: METHOD OF INSTRUCTION

Instruction will be in the form of lectures, videos, group projects and discussions. The focus will be learner-centered activities with the instructor as facilitator.

R: COURSE EVALUATION

Assignments	30%
Midterm Test	15%
Projects (2)	30%
Final Test	15%
Employability Skills (criterion referenced)	<u>10%</u>
	<u>100%</u>

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