Douglas College

A.	Division:	**Instructional**	Date:		**September 2003**	
B.	Department / Program Area	**Commerce & Business Admin. Office Administration**	New Course		Revision	X

If Revision, Section(s) Revised: **F, H, I, J, K, M, N, O, P, Q**

Date of Previous Revision: June 1996
Date of Current Revision: February 2003

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

F: Calendar Description:

This course addresses the role and responsibilities of the Administrative Assistant. Students will gain knowledge and practical experience in topics such as locating, selecting, organizing, presenting, and distributing information; creating and using policy manuals; managing records; organizing meetings and conferences; managing projects; making travel arrangements; managing office supplies and equipment; and supervising other employees. Office layout, ergonomics, and health and safety issues will also be addressed. This is a "hands-on" course in which students will integrate computer, document formatting, and communication skills with knowledge of administrative processes.

G: Allocation of Contact Hours to Type of Instruction / Learning Settings

Primary Methods of Instructional Delivery and/or Learning Settings:

Lecture and seminar

Number of Contact Hours: (per week / semester for each descriptor)

Lecture: 2 Hours
Seminar: 2 Hours

Number of Weeks per Semester:

15 weeks x 4 hours per week = 60 hours

H: Course Prerequisites:

English 11 with a grade of "C" or better or equivalent and OADM 256.

I: Course Corequisites:

OADM 240 and OADM 356

J: Course for which this Course is a Prerequisite

OADM 401

K: Maximum Class Size:

30

L: PLEASE INDICATE**:**

	Non-Credit
X	College Credit Non-Transfer
	College Credit Transfer: Requested ☐ Granted ☐

SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (www.bccat.bc.ca)

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M: Course Objectives / Learning Outcomes

The learner has reliably demonstrated the ability to

1.   Clearly understand and articulate the developing role of the Administrative Assistant.

2.   Research, evaluate, organize, cite, and present information in appropriate business formats.

3.   Coordinate systems for the distribution of information, internally and externally.

4.   Create and use procedures manuals.

5.   Set up and use records management systems.

6.   Plan, implement, and coordinate multifaceted projects.

7.   Plan, organize, and participate effectively in meetings and conferences.

8.   Plan and coordinate travel arrangements.

9.   Select, organize, and manage office supplies and equipment.

10. Design a workable office layout which adheres to sound ergonomic and environmental principles.

11. Recognize and apply effective leadership skills and attitudes in order to advance to supervisory or managerial positions.

N: Course Content:

Module 1 – Administrative Assistant Role in the Information Age

- Evolving role of the administrative assistant
- Responsibilities
- Skills
- Attitudes

Module 2 - Business Information Finding and Reporting

- Consulting and interviewing primary information sources
- Finding information through library resources – books, periodical and newspaper indexes; government publications; directories
- Finding information through Internet resources - search engines, browsers, web sites, on-line periodicals
- Assessing credibility and reliability of sources
- Organizing and presenting information
- Citing sources

Module 3 – Information Distribution

- Electronic distribution methods – e-mail, bulletin boards, facsimile, telegram, electronic money transfer, voice mail
- Processing incoming mail – sorting, opening, stamping, reading, annotating, presenting, and distributing mail and packages
- Processing outgoing mail – domestic mail, U.S. and international mail, dangerous goods, supplemental services, addressing, courier services, airline services, bus and freight services

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Module 4 – Procedures Manuals

- Using procedures manuals
- Preparing procedures manuals

Module 5 – Information Management

- Organizing information management systems
- Paper filing procedures – reviewing, indexing, coding, cross-referencing, and sorting
- Applying filing rules – alphabetic, subject, geographic, and numeric
- Purchasing supplies for paper and electronic filing

Module 6 – Project Management

- Setting goals, dividing the project into manageable segments, setting task completion deadlines, organizing equipment and materials, delegating, and following up
- Preparing a GANTT chart

Module 7 – Meetings and Conferences

- Organizing meetings and conferences – arranging time, date, and place; sending out notices of meetings; preparing the agenda; arranging for food, refreshments, and materials; following up; preparing and distributing minutes
- Participating effectively in meetings
- Understanding alternatives to face-to-face meetings – audio conferencing, videoconferencing, computer conferencing

Module 8 – Travel Arrangements

- Making travel arrangements through travel agents
- Using the Internet for researching and booking travel arrangements
- Preparing itineraries

Module 9 – Office Supplies and Equipment

- Selecting and ordering equipment and supplies
- Organizing storage and controlling inventory of supplies

Module 10 – Office Layout

- Understanding ergonomics – furniture, lighting, acoustics, placement of equipment
- Understanding health and safety considerations
- Understanding Workers' Compensation (WCB) standards
- Understanding WHMIS (Workplace Hazardous Materials Information System)
- Accepting responsibility for implementing environmentally sound processes and practices
- Arranging the office for safety and efficient workflow

Module 11 – Professional Growth

- Opportunities for professional growth
- Personal suitability for advancement
- Developing leadership skills

O:	Methods of Instruction
	Students will learn through short lectures, research, self-study, videos, class discussions, small group discussions, and completion of both individual and team projects. Application of computer skills will be required.
P:	Textbooks and Materials to be Purchased by Students
	Kilgour, Lauralee et al. Administrative Procedures for the Canadian Office, Latest Edition. Toronto: Prentice Hall Canada Inc.
	Bergmann, Diana et al. OADM 345 Information and Assessment Package, Latest Edition. Douglas College.
Q:	Means of Assessment
	Project 1 (Office Procedures Manual) 25% Project 2 (Team Project on Seminar and Travel Planning) 25% Project 3 (Team Project on Office Equipment and Layout) 25% Chapter Quizzes 15% Employability Skills (criteria based) 10% 100%
R:	Prior Learning Assessment and Recognition: specify whether course is open for PLAR
	This course is open for PLAR.

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Course Designer(s)		Education Council / Curriculum Committee Representative
Dean / Director: Jim Sator		Registrar: Trish Angus

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