



EFFECTIVE: MAY 2012
CURRICULUM GUIDELINES

A.	Division: Academic Department / Commerce & Business Admin. Program Area Office Administration	Effective Date: May 2012 Revision: <input checked="" type="checkbox"/> X <input type="checkbox"/>	New Course: <input type="checkbox"/>
		If Revision, Section(s) Revised: A, H, I, P, Q	
		Date of Previous Revision: May 2004 Date of Current Revision: January 2011	
C:	OADM 1345	D:	ADMINISTRATIVE PROCEDURES
		E:	3

Subject & Course No.	Descriptive Title	Semester Credits						
F: Calendar Description:								
<p>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.</p>								
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: OADM 1303 and OADM 1256							
	I: Course Corequisites: OADM 1240							
	J: Course for which this Course is a Prerequisite OADM 1401							
	K: Maximum Class Size: 30							
L: PLEASE INDICATE:								
<table border="0" style="width: 100%;"> <tr> <td style="width: 30px; text-align: center;"><input type="checkbox"/></td> <td>Non-Credit</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>College Credit Non-Transfer</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>College Credit Transfer:</td> </tr> </table>			<input type="checkbox"/>	Non-Credit	<input checked="" type="checkbox"/>	College Credit Non-Transfer	<input type="checkbox"/>	College Credit Transfer:
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SEE BC TRANSFER GUIDE FOR TRANSFER DETAILS (www.bctransferguide.ca)								

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

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:	<p>Methods of Instruction</p> <p>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>												
P:	<p>Textbooks and Materials to be Purchased by Students</p> <p>Kilgour, Lauralee et al. <u>Administrative Procedures for the Canadian Office</u>, Latest Edition. Toronto: Prentice Hall Canada Inc.</p>												
Q:	<p>Means of Assessment</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Project 1</td> <td style="text-align: right;">25%</td> </tr> <tr> <td>Project 2</td> <td style="text-align: right;">25%</td> </tr> <tr> <td>Project 3</td> <td style="text-align: right;">25%</td> </tr> <tr> <td>Quiz</td> <td style="text-align: right;">15%</td> </tr> <tr> <td>Employability Skills</td> <td style="text-align: right;"><u>10%</u></td> </tr> <tr> <td></td> <td style="text-align: right;">100%</td> </tr> </table>	Project 1	25%	Project 2	25%	Project 3	25%	Quiz	15%	Employability Skills	<u>10%</u>		100%
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R:	<p>Prior Learning Assessment and Recognition: specify whether course is open for PLAR</p> <p>This course is open for PLAR.</p>												

Course Designer(s): Diana Bergmann

Education Council / Curriculum Committee Representative

Dean / Director: Robert Buller

Registrar