



## Business Communications - OFAD 233 Office Administration Program

### Course Outline

COURSE IMPLEMENTATION DATE: June 2007  
OUTLINE EFFECTIVE DATE: September 2023  
COURSE OUTLINE REVIEW DATE: March 2028

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#### GENERAL COURSE 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.

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**Program Information:** This course is required for the Administrative Assistant Specialty Certificate.

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**Delivery:** This course is delivered online.

**College of the Rockies Credits:** 3

**Hours for this course:** 105 hours to be completed over 7 weeks

#### Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Vocational Contact Hours	105
<b>Total</b>	105

#### Practicum Hours (if applicable):

Type of Practicum	Duration
On-the-job Experience	N/A
Formal Work Experience	N/A
Other	N/A
<b>Total</b>	

**Course Outline Author or Contact:**

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Signature

**APPROVAL SIGNATURES:**

Department Head

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Department Head Signature

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Dean Signature

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Valid from: September 2023 – March 2028

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Education Council Approval Date

**COURSE PREREQUISITES AND TRANSFER CREDIT**

**Prerequisites:** OFAD 155 or current typing speed of 25 gwam, OFAD 158, OFAD 130 with a minimum B+ grade, OFAD 160

**Corequisites:** None

**Flexible Assessment (FA):**

Credit can be awarded for this course through FA

Yes  No

**Transfer Credit:** For transfer information within British Columbia, Alberta, and other institutions, please visit <http://www.cotr.bc.ca/Transfer>

Students should also contact an academic advisor at the institution where they want transfer credit.

**Prior Course Number:** ABT 233

**Date changed:** September 2007

## **Textbooks and Required 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.

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## **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.
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## **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.

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## EVALUATION AND ASSESSMENT:

Assignments	% Of Total Grade
Chapter Test, Letters and Memos	50%
Chapter Quizzes	30%
Reports	10%
Proposal Letter	<u>10%</u>
Total	100%

*Please see the instructor's handout for specific classroom policies related to this course, such as details of evaluation, penalties for late assignments, and use of electronic aids.*

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.

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## EXAM POLICY:

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

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## COURSE GRADE:

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	C+	C	F
Mark (Percent)	≥ 98	97-94	93-90	89-86	85-82	81-79	78-75	74-70	< 70

A grade of "C" grants credit, but may not be sufficient as a prerequisite for sequential courses.

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## ACADEMIC POLICIES:

See [www.cotr.bc.ca/policies](http://www.cotr.bc.ca/policies) for general college policies related to course activities, including grade appeals, cheating, and plagiarism.

**COURSE CHANGES:**

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment, and marketing needs. The instructor will endeavour to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.