



Business Communications 2 - OFAD 233

Office Administration Program

Course Outline

COURSE IMPLEMENTATION DATE: June 2007
OUTLINE EFFECTIVE DATE: January 2020
COURSE OUTLINE REVIEW DATE: September 2025

GENERAL COURSE DESCRIPTION:

OFAD 233 Business Communications 2 applies language and writing skills acquired in Business Communications 1 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 are also included.

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

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
Total	105

Practicum Hours (if applicable):

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

Course Outline Author or Contact:

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Signature

APPROVAL SIGNATURES:

Department Head

Joy Brown

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Dr. Jack Moes

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Department Head Signature

Dean Signature

EDCO

Valid from: January 2020 – September 2025

Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT

Prerequisites: OFAD 155 or current typing speed of 25 gwam, OFAD 158, OFAD 133 with a minimum 85% course 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 <http://go.cotr.bc.ca/tuition/tCalc.asp> for a complete list of the currently required textbooks.

LEARNING OUTCOMES:

Upon the successful completion of this course, you 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 ;
 - complete work in a timely manner and on schedule; and
 - take 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.

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.

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.

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.

ACADEMIC POLICIES:

See 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.