Office Procedures 2 – **OFAD 234**
Office Administration Program

Course Outline

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

GENERAL COURSE DESCRIPTION:

Office Procedures 2 builds on the skills developed in Office Procedures 1 related to the functions of entry-level administrative assistants to the role of executive assistant. Students focus on administrative functions including travel arrangements, written communications, organizing meetings and conferences, referencing, and Internet research using a variety of research techniques and office communication skills.

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

Delivery: This course is delivered online.

College of the Rockies Credits: 2.5

Hours for this course: 75 hours to be completed over 5 weeks

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Vocational Contact Hours	75
Total	75

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:

Bonnie New, Instructor Diploma

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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

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Dean Signature

EDCO

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 134, OFAD 158, 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 235
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:

> Kilgour, Lauralee. *Administrative Procedures for the Canadian Office,* Current Edition, North York, ON: Pearson Education

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.

LEARNING OUTCOMES:

Upon the successful completion of this course, students should be able to

- compare and contrast the functions of entry-level administrative assistants from OFAD 134 to the role of executive assistants in OFAD 234 ;
- engage with computing applications software and local area networks;
- use word processing software to prepare confidential business documents;
- manage travel arrangements: book flights, reserve accommodations, ensure correct documentation, and prepare an itinerary;
- prepare a travel fund advance and travel claim forms;
- arrange formal and informal meetings and prepare related materials;
- compose, key, and circulate minutes of meetings;
- utilize a variety of research techniques: utilizing libraries, directories, search engines, etc.;
- utilize appropriate communications including: verbal, non-verbal, listening skills and giving and receiving feedback;
- write and key effective business letters, emails, and manuscripts;
- execute work in a timely manner and on schedule; and
- demonstrate responsibility for attendance, absenteeism, and punctuality.

COURSE TOPICS:

- Review from OFAD 134
- Online research and reference sources
- Office technology
- Web tools and security
- Project Management
- Travel arrangements
- Meetings and conferences
- Business communication
- Professional development

See instructor's handout for the detailed outline of weekly readings, activities, and assignments.

EVALUATION AND ASSESSMENT:

Assessments	% Of Total Grade
Theory Quizzes	40%
Practical Applications	60%
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.