

Program Re-development for Continuing + Distance Education

Submitted to:

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Submitted by:

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Office Technician Program

Suggested new program name: **Administrative Assistant**

Purpose:

Program and Curriculum Development was asked by the C+DE Program Manager to provide guidance and support in the re-development of the 6 month Office Technician Certificate Program. The request was based on the need to update the current program's curriculum framework based on input from industry representatives. C+DE also wanted to provide a standardized program curriculum and courses to consolidate all similar programs offered by RRC, regardless of location.

Background:

At RRC, a Curriculum Framework identifies concrete linkages among essential skills and abilities in an occupational analysis, such as a DACUM, with those in a program Graduate Profile and related course level learning outcomes. The purpose of this correlation is to ensure that the occupational competencies are directly related to expected learning at both the program and course levels. As such, this type of curriculum mapping is an effective way to ensure program design at RRC is focused on industry expectations.

Curriculum mapping can improve teaching and learning. Because the process requires making explicit connections between competencies identified by industry and the expected learning profile of a program graduate, it can result in improvements to the content; delivery methods; and range and relevance of learning activities, teaching strategies, and assessments used to ensure successful attainment of learning outcomes.

Outcome:

From the Occupational Analysis (DACUM), the working group - consisting of full and part-time instructors, created a curriculum framework from which the program content can be developed. This includes a Graduate Profile and course requirements, such as learning outcomes, descriptions, and sequence for the program. The Graduate Profile consists of a set of outcome statements that describe the major skills and abilities of program graduates. It provides the focus for program and course revision to ensure that all outcomes, courses, and assessments are relevant to the learning expected of students in the program. In addition it allows the program to clearly articulate to students, faculty, administrators, employers, and community members what the graduates should be able to do upon completion of the program.

Process

Craig Edwards, Curriculum Consultant managed the project with Freda Robinson, Program Manager, Business and Management Studies for the School of Continuing and Distance Education. Freda communicated with Regional Campus Managers to ensure they had opportunities for input as they also deliver this program. Craig co-facilitated the DACUM and then worked with the program faculty, Donna Sebastian, Roger Fitch, and Rosemary Vogt for four half day workshops to develop the revised curriculum framework, Graduate Profile, related learning outcomes, and course titles, descriptions, and sequence. The draft report was reviewed by the program Advisory Committee and the Regional Managers in April.

Deliverables:

1. A 2 day DACUM Occupational Analysis and resulting DACUM chart
2. A Graduate Profile for the program reflecting the DACUM Occupational Analysis
3. A set of Learning Outcomes reflecting both the DACUM Occupational Analysis and the Graduate Profile
4. Identified courses for the program
5. Course descriptions for identified program courses
6. Sequenced courses for the program

Recommendations:

1. The Graduate Profile outcomes related to the following RRC College-Wide Learning Outcomes (CWLO) should be clearly articulated expectations in **all** courses rather than relegated to one course only:
 - Demonstrates professionalism by interacting ethically, maintaining composure, and a positive attitude, while following the policies of the organization.
 - Communicates professionally with a variety of audiences using active listening, written, verbal, and non-verbal communication skills.
 - Shares ideas and respects those of others in a culturally diverse environment while learning and problem solving.
 - Demonstrates effective organizational and resource management skills.
2. All courses outlines should be in the standardized RRC Course Outline format (approved by SAC in 2003) to provide consistency in format.
3. As many courses as possible should be transferable to other programs, both in C+DE and the daytime programs, to provide students with flexibility and transferability among RRC programs.
4. Existing practicum evaluations need to be expanded to include all learning outcomes, especially the Graduate Profile outcomes related to the CWLOs (identified in #1 above).
5. All course outlines should be reviewed for consistency and compliance to the Graduate Profile and Learning Outcomes that reflect the DACUM Occupational Analysis.
6. Change the program name to **Administrative Assistant**, which, according to industry practitioners, is the commonly understood and current title for a person with these skills and abilities.
7. Due to the trend of increased use of multi-media equipment and technology, including the internet for posting and sharing information, develop learning opportunities for publishing newsletters, website maintenance, internet research, and use of multi-media equipment common in office environments (i.e. video conference, digital camera, data projectors, laptops).

Deliverable 1: DACUM Occupational Analysis chart

ADMINISTRATIVE ASSISTANT DACUM

Facilitated by Craig Edwards & Gene Semchych

August 21st and 25th, 2009

DACUM Skill Rating Scale

- 1 - Can perform some parts of this skill satisfactorily but requires assistance and/or supervision to perform the entire skill.
- 2 - Can perform this skill satisfactorily but requires periodic assistance and/or supervision.
- 3 - Can perform this skill competently without assistance or supervision.
- 4 - Can perform this skill competently without, assistance with more than acceptable quality, and with initiative/adaptability to unique situations.

DEMONSTRATE PROFESSIONALISM
A

Demonstrate a positive work ethic A1	Demonstrate ethical behaviour A2	Respect others A3	Manage conflict A4	Maintain confidentiality A5	Act within culture of the organization A6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Adhere to policies and procedure of the organization A7	Contribute to a positive work environment A8	Demonstrate a commitment to continuous learning A9	Adhere to laws and regulations (FIPPA, etc.) A10	Represent employer in a positive manner A11	Demonstrate initiative A12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Apply safe work practices A13	Manage stress A14	Practice self care and wellness A15	Demonstrate a commitment to the goals of the organization A16	Use humour in the workplace A17	
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	

COMMUNICATE
B

Demonstrate listening skills B1	Demonstrate verbal/non verbal skills B2	Draft documents B3	Edit/proof read documents B4	Read B5	Write B6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Format documents B7	Seek clarification B8	Accept direction B9	Demonstrate etiquette appropriate to communication media B10	Use communication tools (phone, email, fax) B11	Communicate at the level of the audience B12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Communicate within the scope of the position B13	Set boundaries B14	Apply communication punctuation, grammar, spelling, diction etc. B15			
1 2 3 4	1 2 3 4	1 2 3 4			

**DEMONSTRATE
COLLABORATION
SKILLS
C**

Accept constructive criticism C1	Provide constructive criticism C2	Demonstrate negotiation skills C3	Share ideas C4	Assess strengths and skills of other team members C5	Respect the contribution of others C6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Solve problems C7	Demonstrate teamwork skills C8	Encourage participation from all participants C9	Determine when to lead or follow C10		
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4		

**DEMONSTRATE
ORGANIZATIONAL
SKILLS
D**

Manage time D1	Set priorities D2	Meet deadlines D3	Develop schedules D4	Delegate D5	Demonstrate leadership skills D6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate attention to detail D7	Use resources efficiently D8	Contribute to resource allocation and use D9			
1 2 3 4	1 2 3 4	1 2 3 4			

**PROVIDE CUSTOMER
SERVICE
E**

Demonstrate flexibility E1	Demonstrate open mindedness E2	Demonstrate patience E3	Follow-up on actions, issues, etc. E4	Apply questioning skills E5	Demonstrate ability to multi-task E6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate sensitivity to cultural diversity E7	Demonstrate empathy E8	Provide responses in a timely fashion E9	Relate to others in a non-judgmental manner E10	Demonstrate a commitment to remain current relating to work environment changes E11	Maintain a positive attitude E12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Demonstrate tact E13					
1 2 3 4					

**DEMONSTRATE
COMPUTER SKILLS
F**

Use word processing software F1	Use spreadsheet software F2	Use accounting software F3	Use presentation software F4	Use email F5	Use worldwide web F6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use database software F7	Use scheduling software F8	Manage contacts F9	Use multi-media equipment (projectors, DVD, VCR etc.) F10	Demonstrate keyboarding skills F11	Maintain/update websites F12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use operating systems F13	Install software F14	Use network systems F15	Use publishing software F16	Use back-up and anti-virus software F17	
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	

**MANAGE OFFICE
PROCEDURES
G**

File information G1	Enter information G2	Maintain client/customer information G3	Track information G4	Retrieve information G5	Process mail G6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Log information and documents G7	Arrange courier deliveries/pick-up G8	Provide assistance as required G9	Manage supplies G10		
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4		

**OPERATE OFFICE
EQUIPMENT
H**

Use telephone/mobile features H1	Apply trouble-shooting techniques H2	Use photocopiers H3	Use fax equipment/machines H4	Use scanners/printers H5	Use postage machines A6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use Dictaphone H7	Use conferencing equipment (video/audio) H8	Use digital cameras H9	Identify hardware /software needs H10	Train others on office equipment H11	Use binding/folding machines H12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Use calculators H13	Use laptop or desktop computer H14				
1 2 3 4	1 2 3 4				

MANAGE EVENTS
(meetings, annual
general meetings,
conferences etc.)
I

Coordinate travel I1	Research information I2	Set timelines I3	Assign roles/work I4	Identify scope I5	Monitor progress I6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Identify required resources I7	Monitor budget/resources I8	Record minutes I9	Distribute documents I10	Arrange for hospitality I11	Notify/invite participants I12
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Organize agenda I13	Arrange location/venue/logistics I14	Manage change I15	Prepare reports as required I16		
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4		

ADHERE TO RECORDS MANAGEMENT POLICY/PROGRAM
J

Archive records J1	Classify records J2	Develop filing system J3	Maintain a records index J4	Secure records J5	Apply records policy, laws, regulations J6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4
Store information/documents J7					
1 2 3 4					

DEMONSTRATE BASIC ACCOUNTING SKILLS
K

Prepare bank deposits K1	Reconcile accounts K2	Prepare invoices and statements K3	Provide budget information K4	Enter ledger information K5	Manage various accounts K6
1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4	1 2 3 4

Deliverable 2: Graduate Profile reflecting the DACUM Occupational Analysis

The graduate:

- A. Demonstrates professionalism by interacting ethically, maintaining composure, and a positive attitude, while following the policies of the organization.
- B. Communicates professionally with a variety of audiences using active listening, written, verbal, and non-verbal communication skills.
- C. Shares ideas and respects those of others in a culturally diverse environment while learning and problem solving.
- D. Demonstrates effective organizational and resource management skills.
- E. Provides customer service by demonstrating empathy, flexibility, and the ability to multi-task to solve problems in a timely fashion.
- F. Demonstrates computer skills by keyboarding efficiently and accurately using various office software.
- G. Performs a variety of office procedures such as processing mail and managing supplies,
- H. Operates a variety of current office equipment.
- I. Stages a variety of events by effectively managing resources and logistics.
- J. Manages records by adhering to laws, regulations, and workplace policies and procedures.
- K. Demonstrates accurate and thorough basic accounting skills by managing various accounts.

Deliverable 3: Learning Outcomes reflecting both the DACUM Occupational Analysis and the Graduate Profile

Note: Capital letters and numbers at end of Learning Outcomes below correspond with the competency skills and abilities identified in the Office Technician Program **DACUM** completed on August 21 and 25, 2009.

The graduate:

- A. Demonstrates professionalism by interacting ethically, maintaining composure, and a positive attitude, while following the policies of the organization.
 - 1. Work with people, problems, and situations with honesty, integrity, and a positive work ethic and attitude. A1, A2, A3, A8, A11
 - 2. Comply with goals, policies, and procedures of the organization. A7, A16
 - 3. Demonstrate accountability for your actions. **Not in DACUM**
 - 4. Demonstrate resourcefulness and initiative. A12
 - 5. Adapt to corporate culture and changing requirements, information, and environments. A6
 - 6. Maintain confidentiality. A5
 - 7. Comply with applicable laws. A10, A13
 - 8. Manage conflict. A4
 - 9. Practice stress management techniques. A14, A15
 - 10. Demonstrate a commitment to remaining current. E11

- B. Communicates professionally with a variety of audiences using active listening, written, verbal, and non-verbal communication skills.
 - 1. Apply proof reading and editing skills. B4
 - 2. Apply communication, punctuation, grammar, diction, and spelling skills. B6, B15
 - 3. Read and comprehend information. B5
 - 4. Listen actively and ask questions to understand and appreciate others' points of view. B1, B8
 - 5. Share information using a range of communication technologies. B11
 - 6. Create documents. B3, B7
 - 7. Demonstrate verbal and non-verbal communication skills appropriate to the audience. B2, B12
 - 8. Demonstrate business etiquette appropriate for the use of various communication technologies. B10
 - 9. Communicate within the scope of the position. B8, B9, B13

- C. Shares ideas and respects those of others in a culturally diverse environment while learning and problem solving.
 - 1. Work independently and as part of a team by sharing information and expertise. C4, C5, C8, C10
 - 2. Accept and provide productive feedback. C1, C2
 - 3. Respect diversity, individual differences, and perspectives. A3, C6, C9
 - 4. Solve problems. (C7)
 - 5. Demonstrate the ability to negotiate. C3

- D. Demonstrates effective organizational and resource management skills.
 - 1. Sets goals. D2, D3
 - 2. Prioritize tasks. D1, D2
 - 3. Manage resources efficiently D3, D4, D5, D6, D8, D9
 - 4. Demonstrate attention to detail. D7

- E. Provides customer service by demonstrating empathy, flexibility, and the ability to multi-task to solve problems in a timely fashion.
 - 1. Apply questioning skills to determine needs. E5
 - 2. Provide responses in a timely fashion. E9
 - 3. Follow-up on solutions to customer concerns. E4
 - 4. Demonstrate patience, empathy, and tact. E3, E8, E13
 - 5. Demonstrate flexibility and open mindedness. E1, E2
 - 6. Demonstrate sensitivity to cultural and other differences by relating to others in a non-judgmental manner. E7, E10
 - 7. Demonstrate the ability to multitask. E6

- F. Demonstrates business computer skills by keyboarding efficiently and accurately using various office software.
 - 1. Keyboard accurately at a speed of **40 words/minute**. F11
 - 2. Use network systems to create, protect, and retrieve files and folders. F9, F13, F15, F17
 - 3. Install and update software in accordance with instructions. F14
 - 4. Use email, the internet, and scheduling software. F5, F6, F8
 - 5. Demonstrate proficiency in using Microsoft Office Suite and accounting software. F1, F2, F3, F4, F7
 - 6. Use multimedia equipment. F10
 - 7. Maintain and update websites. F12
 - 8. Use publishing software. F16

- G. Performs a variety of office procedures such as processing mail and managing supplies.
 - 1. Enter, maintain, and retrieve customer, client, and other information using a variety of organizational systems. G2, G3, G4, G5
 - 2. Process and log mail and couriers. G6, G7, G8
 - 3. Order, stock, and maintain requisite supplies. G10

- H. Operates a variety of current office equipment.
 - 1. Use a variety of office equipment. H1, H3, H4, H5, H6, H7, H8, H9, H12, H13, H14
 - 2. Use a digital camera. (H9)
 - 3. Solve problems with equipment. H2
 - 4. Train others on the equipment. H11
 - 5. Identify hardware and software needs. H10

- I. Stages a variety of events by effectively managing resources and logistics.
 - 1. Identify the scope and limitations of the event. I5
 - 2. Set timeline for event. I3
 - 3. Research information related to event. I2
 - 4. Identify required resources. I7
 - 5. Monitor budget and other resources. I8
 - 6. Arrange location and logistics. I14
 - 7. Notify participants. I12
 - 8. Organize agenda. I13
 - 9. Assign roles and tasks. I4
 - 10. Arrange for hospitality and travel. I1, I11
 - 11. Prepare documents. I16
 - 12. Distribute documents. I10
 - 13. Record minutes. I9
 - 14. Monitor progress. I6
 - 15. Manage change as required. I15
 - 16. Evaluate the success of the event. **Not in DACUM**
 - 17. Develop a Contingency Plan. **Not in DACUM**

- J. Manages records by adhering to laws, regulations, and workplace policies and procedures.
 - 1. Manage records in accordance with applicable laws and an organization's procedures. J2, J6
 - 2. Enter information into documents. G1
 - 3. File information and documents. G2
 - 4. Store (archive) information and documents. J1
 - 5. Retrieve information and documents. **Not in DACUM**
 - 6. Secure records. J5
 - 7. Create various filing systems. J3
 - 8. Use and maintain various filing systems. J4

- K. Demonstrates accurate and thorough basic accounting skills by managing various accounts.
 - 1. Journalize transactions. K6
 - 2. Post ledger accounts. K5
 - 3. Prepare bank deposits and reconciliations. K1, K2
 - 4. Produce customer invoices and statements. K3
 - 5. Gather information for budget purposes. K4

- Deliverable 4: Identified courses for the program**
- Deliverable 5: Course descriptions for identified program courses**
- Deliverable 6: Sequenced courses for the program**

Program: Office Technician

Proposed new program name: Administrative Assistant

Proposed Course titles and sequence:

Term 1	Hours
1. Basic Business Communications	40
2. Basic Business Mathematics	40
3. Bookkeeping and Accounting for a Small Business	36
4. Team Building and Development	40
5. Business Computing – Part 1	40
6. Keyboarding (new)	20
Term 2	
7. Simply Accounting/Windows	48
8. Business Professionalism (partially new)	20
9. Event Planning (new)	40
10. Business Computing – Part 2	40
11. Office Procedures	40
12. Customer Service and Relations (new)	30
13. Practicum	120

NOTE:

For administration purposes, there is flexibility in the course delivery sequence.

Capital letters and numbers at end of Learning Outcomes below correspond with the competency skills and abilities identified in the Office Technician Program **DACUM** completed on August 21 and 25, 2009.

GP = GP & capital letters at the end of Course Goal statements correspond with statements from the Graduate Profile for the Office Technician Program.

Term 1

1. Course Title: Basic Business Communications

Course Description: (adapted from C+DE course - E21C086 Basic Business Communications)

What skills do all employers look for in prospective employees? The answer: excellent oral and written communication skills. This course will focus on improving your skills in appropriate writing for effective and efficient communication in a business environment; public speaking; active listening; as well as resume and cover letter preparation.

Course Goal: Communicates professionally with a variety of audiences using active listening, written, verbal, and non-verbal communication skills. (GP- B)

Learning Outcomes

1. Apply proof reading and editing skills. B4
2. Apply communication, punctuation, grammar, diction, and spelling skills. B6, B15
3. Read and comprehend information. B5
4. Listen actively and ask questions to understand and appreciate others' points of view. B1, B8
5. Share information using a range of communication technologies. B11
6. Create documents. B3, B7
7. Demonstrate verbal and non-verbal communication skills appropriate to the audience. B2, B12
8. Demonstrate business etiquette appropriate for the use of various communication technologies. B10
9. Communicate within the scope of the position. B8, B9, B13

2. Course Title: Basic Business Mathematics

Course Description: The course will build students' knowledge and skills beginning with a review of basic arithmetic and algebraic expressions. This is followed by the application of ratios, proportions, percent in business problems, trade and cash discounts, commissions and fees, taxes and mark-ups. Finally the student is introduced to financial mathematic topics; simple interest and discount, equivalent values, and negotiable instruments.

Course Goal: Review basic math to enable accurate use of numbers in other courses.

Not in DACUM

Learning Outcomes Not in DACUM

1. Perform basic mathematical calculations
2. Calculate taxes
3. Simplify expressions and solve linear equations in one variable
4. Set up ratios and proportions when appropriate to answer questions
5. Compute the effect of trade and cash discounts given their respective terms
6. Solve merchandise pricing problems involving markup and markdown
7. Solve problems using simple interest equations
8. Calculate the equivalent value of a payment stream.

3. Course Title: Bookkeeping and Accounting for a Small Business

Course Description: Study the practical side of bookkeeping and accounting, and learn to identify basic internal control procedures. Students will build knowledge and skills related to the recording process, ledgers and trail balance, financial statements and closing entries, cash and how to control it, accounts receivable, inventories, and salaries.

Course Goal: Demonstrates accurate and thorough basic accounting skills by managing various accounts. (GP- K)

Learning Outcomes

1. Journalize transactions. K6
2. Post ledger accounts. K5
3. Prepare bank deposits and reconciliations. K1, K2
4. Produce customer invoices and statements. K3
5. Gather information for budget purposes. K4

4. Course Title: Team Building and Development

Course Description: Success in an organization is rarely ever the result of individual talents or efforts. If employees work together as team members, success is more likely. The goal of this course is to develop students' skills and abilities in working effectively in teams and participating in projects.

Course Goal: Shares ideas and respects those of others in a culturally diverse environment while learning and problem solving. (GP- C)

Learning Outcomes

1. Work independently and as part of a team by sharing information and expertise. C4, C5, C8, C10
2. Accept and provide productive feedback. C1, C2
3. Respect diversity, individual differences, and perspectives. A3, C6, C9
4. Solve problems. (C7)
5. Demonstrate the ability to negotiate. C3

5. Course Title: Business Computing – Part 1

Course Description: (adapted from C+DE course COMP-1975: Business Computing)

This is part 1 of the Business Computing course. Students will develop knowledge and skills using Microsoft Windows, Word, Excel, and PowerPoint in an office environment. While previous experience with the software is not a requirement, familiarity, especially with Windows, is a definite asset. Students with little or no previous experience in Windows XP or Office 2007 should expect to devote substantial time – at least 10-15 hours per week.

Course Goal: Demonstrates business computer skills by keyboarding efficiently and accurately using various office software. (GP- F)

Learning Outcomes

1. Use network systems to create, protect, and retrieve files and folders. F9, F13, F15, F17
2. Install and update software in accordance with instructions. F14
3. Use email, the internet, and scheduling software. F5, F6, F8
4. Demonstrate proficiency in using Microsoft Office Suite. F1, F2, F4, F7

6. Course Title: Keyboarding

Course Description: This course is intended to improve students' speed and accuracy, through a process of routine keyboard rhythmic drills and the completion of lessons on computer keyboarding software.

Course Goal: Keyboard accurately at a speed of 40 words per minute. F11

Term 2

7. Course Title: Simply Accounting/Windows

Course Description: Students will develop knowledge and skills, using this popular accounting software, including the general ledger, accounts receivable, accounts payable, payroll, and inventory.

Course Goal: Demonstrate proficiency in using accounting software. F3

Learning Outcomes

1. Set up company data files in Simply Accounting from manual accounting records.
2. Enter historical data.
3. Record accounting transaction.
4. Adjust entries.
5. Store and recall recurring journal entries.
6. Access transaction and accounting reports.
7. Enter sales and purchase quotes, orders, and invoices.
8. Record deposits, payments, and receipts.
9. Record transactions in foreign currency.
10. Complete payroll transactions.
11. Set up inventory files.
12. Record inventory entries.
13. Create project files
14. Allocate project resources to projects.
15. Complete bank and credit card account reconciliations.
16. Complete a GST, HST, and PST remittance forms.

8. Course Title: Business Professionalism

Course Description: The goal of the course is to increase the student's confidence in the area of image, business professionalism, and interpersonal relationships. Students will develop knowledge and skills related to interpersonal image, conflict management, confidentiality, accountability, job search, interviews, and interpersonal communication.

Course Goal: Demonstrates professionalism by interacting ethically, maintaining composure, and a positive attitude, while following the policies of the organization. (GP-A)

Learning Outcomes

1. Work with people, problems, and situations with honesty, integrity, and a positive work ethic and attitude. A1, A2, A3, A8, A11
2. Comply with goals, policies, and procedures of the organization. A7, A16
3. Demonstrate accountability for your actions. **Not in DACUM**
4. Demonstrate resourcefulness and initiative. A12
5. Adapt to corporate culture and changing requirements, information, and environments. A6
6. Maintain confidentiality. A5
7. Comply with applicable laws. A10, A13
8. Manage conflict. A4
9. Practice stress management techniques. A14, A15
10. Demonstrate a commitment to remaining current. E11
11. Write job preparation documents (resume, cover letters). **Not in DACUM**
12. Research industry (potential employers, workplace expectations). **Not in DACUM**
13. Practice job interview skills. **Not in DACUM**

9. Course Title: Event Planning

Course Description: (adapted from C+DE course MGMT-1026: Conference and Special Event Management)

This course develops knowledge and skills for students who will be responsible for planning or coordinating events, meetings, or conferences in office environments in the corporate, private, government, and non-profit sectors. Students will learn the process and logistics to create and stage successful events.

Course Goal: Stages a variety of events by effectively managing resources and logistics. (GP- I)

Learning Outcomes

1. Identify the scope and limitations of the event. I5
2. Set timeline for event. I3
3. Research information related to event. I2
4. Identify required resources. I7
5. Monitor budget and other resources. I8
6. Arrange location and logistics. I14
7. Notify participants. I12
8. Organize agenda. I13
9. Assign roles and tasks. I4
10. Arrange for hospitality and travel. I1, I11
11. Prepare documents. I16
12. Distribute documents. I10
13. Record minutes. I9
14. Monitor progress. I6
15. Manage change as required. I15
16. Evaluate the success of the event. **Not in DACUM**
17. Develop a Contingency Plan. **Not in DACUM**

10. Course Title: Business Computing – Part 2

Course Description: (adapted from C+DE course COMP-1975: Business Computing)

This is part 2 of the Business Computing course. Students will continue to develop knowledge and skills using Microsoft Windows, Word, Excel, and PowerPoint in an office environment. While previous experience with the software is not a requirement, familiarity, especially with Windows, is a definite asset. Students with little or no previous experience in Windows XP or Office 2007 should expect to devote substantial time – at least 10-15 hours per week.

Course Goal: Demonstrates business computer skills by keyboarding efficiently and accurately using various office software. (GP- F)

Learning Outcomes

1. Use network systems to create, protect, and retrieve files and folders. F9, F13, F15, F17
2. Install and update software in accordance with instructions. F14
3. Use email, the internet, and scheduling software. F5, F6, F8
4. Demonstrate proficiency in using Microsoft Office Suite. F1, F2, F4, F7

11. Course Title: Office Procedures

Course Description:

The goal of this course is to increase the student's confidence in the area of business professionalism, interpersonal, and workplace skills. The effective operation of an office includes the management of people, information and resources. Learning outcomes stress fundamentals such as organizational skills, customer service, scheduling appointments and meetings, processing mail and other information, and effective file management skills.

Course Goal: Demonstrates effective organizational and resource management skills. (GP-D)

Learning Outcomes

1. Sets goals. D2, D3
2. Prioritize tasks. D1, D2
3. Manage resources efficiently D3, D4, D5, D6, D8, D9
4. Demonstrate attention to detail. D7

Course Goal: Performs a variety of office procedures such as processing mail and managing supplies. (GP- G)

Learning Outcomes

5. Enter, maintain, and retrieve customer, client, and other information using a variety of organizational systems. G2, G3, G4, G5
6. Process and log mail and couriers. G6, G7, G8
7. Order, stock, and maintain requisite supplies. G10

Course Goal: Operates a variety of current office equipment. (GP- H)

Learning Outcomes

8. Use a variety of office equipment. H1, H3, H4, H5, H6, H7, H8, H9, H12, H13, H14
9. Solve problems with equipment. H2
10. Train others on the equipment. H11
11. Identify hardware and software needs. H10

Course Goal: Manages records by adhering to laws, regulations, and workplace policies and procedures. (GP- J)

Learning Outcomes

12. Manage records in accordance with applicable laws, regulations, and an organization's procedures. J2, J6
13. Enter information into documents. G1
14. File information and documents. G2
15. Store (archive) information and documents. J1
16. Retrieve information and documents. **Not in DACUM**
17. Secure records. J5
18. Create various filing systems. J3
19. Use and maintain various filing systems. J4

12. Course Title: Customer ~~Service and~~ Relations

Course Description: (adapted from C+DE course MRKT-1031 Customer Service & Relations)

Discover the skills necessary to deliver outstanding customer service. Students will develop knowledge and skills related to listening, empathy, body language, customer motivation and diversity, communication, self assessment, PMA (positive mental attitude, and conflict resolution. Since customer service consists primarily of interaction with others in various situations, students will enhance their interpersonal communication skills.

Course Goal: Provides customer service by demonstrating empathy, flexibility, and the ability to multi-task to solve problems in a timely fashion. (GP- E)

Learning Outcomes

1. Apply questioning skills to determine needs. E5
2. Provide responses in a timely fashion. E9
3. Follow-up on solutions to customer concerns. E4
4. Demonstrate patience, empathy, and tact. E3, E8, E13
5. Demonstrate flexibility and open mindedness. E1, E2
6. Demonstrate sensitivity to cultural and other differences by relating to others in a non-judgmental manner. E7, E10
7. Demonstrate the ability to multitask. E6

13. Course Title: Practicum

Course Description:

This course is designed to provide students with an opportunity to apply administrative assistant business skills and abilities in a practical work place setting.

Course Goal: Apply essential employability skills and abilities in the workplace.

Learning Outcomes

1. Apply effective work methods.
 - a. Follow schedules and execute work with minimum assistance from supervisor.
 - b. Complete work assignments with accuracy and efficiency.
 - c. Adapt to new procedures and tasks quickly.
 - d. Solve problems.
 - e. Demonstrate the ability to multitask.
 - f. Show initiative when confronted with a problem.
 - g. Use unassigned time well.
2. Demonstrate operational office skills.
 - a. Exhibit organizational skills.
 - b. Demonstrate effective telephone techniques.
 - c. Use various types of office equipment.
 - d. Perform basic math calculations.
 - e. Enter, maintain, and retrieve client information.
 - f. File information.
 - g. Prepare the necessary documents for and conduct an effective meeting.

3. Exhibit professional communication skills.
 - a. Demonstrate professional and positive attitudes and behaviors.
 - b. Maintain confidentiality.
 - c. Work with others as part of a team.
 - d. Apply new learning.
 - e. Display growing confidence in ability to perform work.
 - f. Work safely.
 - g. Communicate effectively orally and in writing.

4. Establish appropriate work relationships.
 - a. Relate positively to staff providing assistance when necessary.
 - b. Accept direction and constructive suggestions from the supervisor.
 - c. Inform supervisor of problems related to completing the assigned work before work is due.
 - d. Follow proper channels of communication to voice concerns.
 - e. Follow routines, schedules, and policies.