

INSTITUTIONAL

Date:

JUNE 1996

Division:

COMMERCE AND BUSINESS

New Courses

Yes

Program:

ADMINISTRATION

OFFICE ADMINISTRATION

Revision of Course
Information form:

Program:

ADM 345

D. ADMINISTRATIVE PROCEDURES

Semester: Credit:

Subject & Course No.

Descriptive Title

Calendar Description: This course addresses the role and

Summary of Revision

responsibilities of the Administrative Assistant.

Topics include: use and creation of policy manuals,

Instruction

records management, meeting and conference organization,

ergonomics, health and safety,

issues and entrepreneurship

will be covered.

Building

confidence in taking initiative in problem-solving and decision

making will be a major component in all topics.

N: TEXTBOOKS AND MATERIALS TO BE PURCHASED BY STUDENTS

Mae Jennings, Administrative Procedures for the Clerical Office, 1997, McGraw-Hill, ISBN 0-07-015111-1
Kilgour, Laurelee and Lucy M. Kilgour, Administrative Procedures for the Clerical Office, 1997, McGraw-Hill, ISBN 0-07-015111-1

O: LEARNING OUTCOMES

1. The trainee has reliably demonstrated the ability to

clearly understand the role of the Administrative Assistant in the office.

2. The trainee has reliably demonstrated the ability to assist in the management of the office, including the following:

managing office supplies and organizing an effective workstation;

3. take initiative in making recommendations.

1.3 Team and group participation.

1.4 Attitudes and traits:

1.4.1 Adaptability

Self-confidence/composure

1.4.2

Strength of character/self-reliance

1.4.3

work habits

1.4.4 Efficient

behaviour

1.4.5 Ethical b

~~Module: The Office, Space and Equipment~~

~~2.1 Control and organization of office supplies:~~

~~2.1.1 Storage, shelving, organization, labeling~~

~~2.1.2 Inventory control~~

~~2.1.3 Price comparisons~~

~~2.1.4 Supplier selection~~

~~2.1.5 Systems and processes for internal distribution~~

2.2 Organization for an effective workstation:

~~2.2.1 Destruction/recycling of out-dated/redundant services~~

~~2.2.2 Desktop neatness, arrangement~~

2.2.3 Follow-up systems

3.3 Conventional and electronic records management systems:

3.3.1 Supplies and equipment

Procedures

3.3.2

Retention and Transfer/Transfer of Information & Disposal

3.3.3

