

COURSE OBJECTIVES:

This modularized course will teach and allow you to practice and master the essential fundamentals of working in a professional office. This course will teach you:

1. human relations skills
2. filing and records management skills, systems and practices
3. work, time and resources management systems and practices using traditional procedures and office technology
4. organizational structure and office layout systems
5. telephone and front-line reception skills and best practices
6. reprographics equipment operation and effective reprographic systems
7. effective meetings and conference planning, management and follow-up skills and systems
8. electronic and traditional mail handling including Outlook
9. professional development as part of the office professional's duties
10. employment strategies and job success skills including resume and cover letter preparation, mock interviews and creation of a critical employability skills portfolio

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page <http://www.transferralberta.ca>.

** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. **Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

EVALUATIONS:

Job Success Skills	5%
- Regular attendance and punctuality	
- Timely completion of quality work	
- Ability to work both independently and collaboratively	
- Participation in class and within groups	
Volunteerism	5%
Human Relations and Office Procedures, including Records Management	45%
Outlook	15%
Employability Skills – Final Project	30%
- Search and Selection Team Project – 15%	
- Resume, Cover Letter, and Portfolio – 15%	
	100%

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	90-100		C+	2.3	67-69
A	4.0	85-89		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

Week	Topic	Reference & Readings
1	Welcome Start Human Relations: Attitudes, Self-Esteem, Perceptions	Get to know your Course - MyClass Page, Course Outline, Books - Volunteerism and Job Success Skills Beginning Human Relations Ch 1
2	Entering the Workforce Achieving Personal Success, Emotional Intelligence (EQ), Handling Change, and Management of Time, Work, and Resources	The Administrative Professional Ch 1 Beginning Human Relations Ch 2 The Administrative Professional Ch 2
3	Managing Stress and Communicating Effectively	Beginning Human Relations Ch 3 and 4
4	Developing Customer Focus, Office Technology, and Work Ethics	The Administrative Professional Chapters 4 and 6 Beginning Human Relations Ch 5 & 6 (specified pages)
5	Travel Arrangements, Working Effectively in Groups and Handling Conflict and Negotiation	The Administrative Professional Chapter 12 Beginning Human Relations Ch 7 & 9 (specified pages)
6	Handling Mail/Reprographic Equipment/ Email	The Administrative Professional Chapter 8 and Sources on MyClass
7	FALL BREAK	No Classes
8	Email with Outlook 365	Sources on MyClass
9	Cultural Diversity and Managing Your Career	Beginning Human Relations Ch 10 & 13 (specified pages)
10	Filing/Records Management – Week 1	The Administrative Professional Chapter 10
11	Meetings and Conferences and Minute Taking	The Administrative Professional Chapter 11
12	Filing/Records Management – Week 2	The Administrative Professional Chapter 10
13-15	Employment Strategies & Job Success Skills - Final Project	Sources on The Administrative Professional and MyClass

STUDENT RESPONSIBILITIES:

Students must read, understand and comply with Northwestern Polytechnic academic policies.

**Note: all Academic and Administrative policies are available at [NWP Policies | Northwestern Polytechnic \(nwpolytech.ca\)](#)

TESTING AND EXAM POLICIES

All quizzes will be written as scheduled. No rewrites will be given. If there is an excusable absence, an exemption will be given for that quiz. If the absence is not excusable, a grade of 0% will be given.

There is no final exam in this course.

DUE DATES: Work must be submitted to MyClass and/or the instructor by the due date and time given. No lates will be accepted.

EMAIL CORRESPONDENCE:

*All email correspondence must be sent from your Northwestern Polytechnic student email account and must be professionally formatted (i.e., subject line filled in, proper greeting, spelling, and grammar check, etc.). Emails that do not follow the above requirements will not be responded to.

STATEMENT ON PLAGIARISM AND CHEATING:

Cheating and plagiarism will not be tolerated and there will be penalties. For a more precise definition of plagiarism and its consequences, refer to the Student Conduct section of the Northwestern Polytechnic Calendar at <https://www.nwpolytech.ca/programs/calendar/> or the Student Rights and Responsibilities policy which can be found at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

**Note: all Academic and Administrative policies are available on the same page.