

**GRANDE PRAIRIE REGIONAL COLLEGE  
OFFICE ADMINISTRATION**

**OA 1040 - BUSINESS COMMUNICATIONS II**

**COURSE OUTLINE**

**INSTRUCTOR:** Cindy Gerritsen  
Office: C-408  
Phone: 539-2002

**TEXT:** Guffey, Rhode, Rogin. Business Communication: Process and Product, First Canadian Edition, Nelson Canada. Scarborough, Ontario, 1996.

A Good Dictionary (Random House)

**PREREQUISITE:** OA 1030 or permission of the Instructor.

**COURSE**

**DESCRIPTION:** Applies the principles learned in OA 1030 to the techniques of writing different types of letters, memos, and short reports. Emphasize is also placed on oral communication, punctuation, and proofreading skills.

**COURSE**

- OBJECTIVES:**
1. To pursue the study of English grammar and usage in depth, especially as it applies to business communications.
  2. To concentrate on developing proficiency in applying principles of style in business writing, i.e., Letters, reports, memos.
  3. To learn how to give short, effective, and informative oral presentations.
  4. To provide experience in organizing and presenting informed reports, letters, and memos.

**GRADING**

1. Assignments are due on the dates specified by the instructor. Assignments may be handed in early; but only in exceptional circumstances may assignments be handed in late.
2. If you miss an in-class or homework assignments, you receive a zero (0) for that assignment.
3. Plagiarism will not be tolerated.
4. The final course grade will be determined by the following scale:
 

In-class Exercises	10%
Proposals and Business Reports	10%
Letters/Memos	30%
Oral Presentations	20%
Exams	<u>30%</u>
	100%
5. Final grades will be expressed on a 9-point scale.
6. All assignments, except exercises, must be typed.
7. All major assignments must be completed in order to complete this course.

**ATTENDANCE:**

1. Attendance is required and will be taken at each class.
2. If you must miss a class, have a classmate call you with your assignments. You are responsible for any work missed.

**OA 1040 BUSINESS COMMUNICATIONS II  
 COURSE OUTLINE ADDENDUM  
 LEARNING OUTCOMES  
 in accordance with  
 CANADA COUNCIL'S CRITICAL EMPLOYABILITY SKILLS**

**Preamble**

A review of Canada Council's Critical Employability Skills has produced a set of 22 learning outcomes. In order to enhance the probability that employability skills will be given the emphasis they deserve in this course, these learning outcomes are being included as part of the course outline.

<b>Learning Outcome</b>	<b>Evidence for Employability Skill Portfolio</b>	<b>C=the Skill is learned in Content P=the Skill is practices A=the skill is Assessed</b>	<b>Assessment</b>
Compose messages, memos, letters, and short reports, correctly applying the fundamental principles of spelling, grammar, and punctuation.	Correctly completed assignments	C P A	Grade will be assigned Credit/No Credit assignments
Utilize active listening skills to accurately condense and record verbal information, instructions, & ideas.	Correctly completed assignments.	C P A	Grade will be assigned Credit/No Credit assignments

Communicate verbally, using language that is appropriate to the intended audience.	Oral Presentation	C P A	Evaluation by students and/or instructor
Managing time effectively by setting goals, organizing, planning, prioritizing, and scheduling activities, routines, and projects.	Group	C P A	1. Exams 2.
Define and solve problems, both independently and in teams, using a variety of creative problem-solving approaches	Proofreading, correcting a partner's assignments prior to handing in for marking	C P A	Grade will be assigned
Achieve business standards for efficiency and quality of work.	Initials on error-free assignments	C P A	Receive a Credit instead of No Credit designation on assignments
Locate, select, evaluate, organize, and summarize information, using appropriate resources.	Reports Written Assignments	C P A	Grade will be assigned