

GRANDE PRAIRIE REGIONAL COLLEGE
OFFICE ADMINISTRATION

COURSE OUTLINE

OA 1040 B3 - BUSINESS COMMUNICATIONS II

INSTRUCTOR:

Cindy Gerritsen
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Office Hours: Monday & Wednesday: 8:30-9:30
Tuesday & Thursday: 10:00-11:00
Friday: 11:30-1:00
Or by appointment

TEXT:

Guffey, Mary Ellen, Kathleen Rhodes, and Patricia Rogin. Business Communications: Process and Product. Second Canadian Edition, Nelson Canada, Scarborough, Ontario, 1999.

Sabin, William A., et al. The Gregg Reference Manual. 5th Canadian Edition, McGraw Hill Ryerson, Toronto, Ontario, 1999.

Random House Webster Dictionary.

Daniels, H. Frances, et al. Programmed Proofreading. Third Edition, South-Western Publishing, Co. Cincinnati, OH, 1992.

SUPPLIES:

Department of Office Administration Formatting Guide

PREREQUISITE:

OA 1030 or permission of instructor.

**COURSE
DESCRIPTION:**

Develops editing, proofreading, and writing skills necessary for effective business communications through the study of the use of grammar, spelling, punctuation, listening skills, letters, memos, reports, and oral communication.

COURSE OBJECTIVES:

Upon completion of this course, the student will be able to

1. understand basic grammar principles and apply them to various writing situations
2. develop active listening skills.
3. define the communication process.
4. define the barriers to effective communication.
5. write effective letters and memos that are correctly formatted according to acceptable word-processing practices
6. prepare, organize, and develop a short report.
7. make effective oral presentations.

ATTENDANCE:

Attendance is mandatory. Students participating in all learning activities can excel in their studies. Poor attendance, late arrivals, or early departures decrease the chance of success and disrupt the learning experience for other students. If you are ill or know you are going to be away, you **must** notify your instructor prior to the beginning of class.

GRADING:

Assignments are due on the dates set by the instructor, unless prior permission has been given by the instructor. Late assignments will receive a penalty of -.5 for each day late. Missed assignments will receive a grade of zero.

If you miss an exam, there are no make-ups. In special cases (instructor notified), the exam may be taken late, with prior permission from the instructor. A missed exam without the instructor's PRIOR knowledge, will receive a grade of zero.

Academic dishonesty - refer to page 27 of the college calendar.

Plagiarism will not be tolerated

The student is responsible to keep their Achievement Record up to date, and to turn it in at the end of the semester.

All assignments are to be keyboarded.

Your final mark will be determined as follows:

Assignments	40%
Exams	<u>60%</u>
	100%

Final grades will be expressed on a 9-point scale.

**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.

Learning Outcome	Evidence for Employability Skill Portfolio	C=the Skill is learned in Content P=the Skill is practices A=the skill is Assessed	Assessment
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. Assignments completed on time
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