

**COURSE MAM2050: OFFICE SYSTEMS 1****Level:** Intermediate**Theme:** Information Management Systems and Strategies**Prerequisite:** INF1030 Word Processing 1**Description:** Students identify and describe strategies and procedures in the office environment and managing processes and protocols related to electronic equipment, written communication transmittal and business travelling arrangements.**Parameters:** Access to electronic office equipment.**Curriculum and Assessment Standards**

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> <li>conduct an analysis of a selected office environment</li> </ul>	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> <li>an analysis report of an office that includes: <ul style="list-style-type: none"> <li>name and flow chart of organization</li> <li>rationale for how the office is organized</li> <li>explanation of how tasks are defined</li> <li>how the office focuses on quality</li> <li>strategies used to increase productivity</li> <li>identify and access office equipment used.</li> </ul> </li> </ul> <p><i>Assessment Tool</i>  <i>Research Process: Office Systems 1 – Office Environments (MAM2050–1)</i>  <i>Standard</i>  <i>Rating of 2 in each applicable task</i></p>	10
<ul style="list-style-type: none"> <li>demonstrate use of electronic equipment within office environment(s)</li> </ul>	<ul style="list-style-type: none"> <li>a practical lab experience in a simulated or actual office. Show evidence of efficient use of three different electronic office equipment.</li> </ul> <p><i>Assessment Tool</i>  <i>Assessment Task: Office Systems 1 – Practical Lab Experience (MAM2050–2)</i>  <i>Standard</i>  <i>Rating of 2 in each applicable task</i></p>	40

**COURSE MAM2050: OFFICE SYSTEMS 1** (continued)

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> <li>• develop procedures for managing written communication transmittals</li>   <li>• make travel arrangements for a business trip</li>   <li>• identify personal interests related to office careers</li> </ul>	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> <li>• an office manual or demonstration of work experience for written communication transmittals including:               <ul style="list-style-type: none"> <li>– planning and organizing strategies and procedures for incoming and outgoing mail</li> <li>– making decision regarding the appropriate postal or private services to use for a minimum of 10 different documents.</li> </ul> </li> </ul> <p><i>Assessment Tool</i>  <i>Assessment Guide: Office Systems 1 – Written Communications/Transmittals (MAM2050–3)</i>  <i>Standard</i>  <i>Rating of 2 in each applicable task</i></p> <ul style="list-style-type: none"> <li>• a travel project consisting of creating a business trip scenario and making arrangements for the trip including:               <ul style="list-style-type: none"> <li>– gathering necessary information</li> <li>– making decisions regarding who to book through, transportation and accommodations</li> <li>– paying special attention to international travel</li> <li>– preparing an itinerary</li> <li>– preparing budget and expense claims.</li> </ul> </li> </ul> <p><i>Assessment Tool</i>  <i>Assessment Guide: Office Systems 1 – Travel Project (MAM2050–4)</i>  <i>Standard</i>  <i>Rating of 2 in each applicable task</i></p> <ul style="list-style-type: none"> <li>• a career profile that includes job descriptions, education/qualification requirements, employment opportunities, advancement potential and salary range.</li> </ul> <p><i>Assessment Tool</i>  <i>Assessment Task: Career Profiles (MAMCARE)</i>  <i>Standard</i>  <i>Three career profiles, all sections completed</i></p>	<p>20</p> <p>20</p> <p>10</p>

**COURSE MAM2050: OFFICE SYSTEMS 1** (continued)

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> <li>demonstrate basic competencies.</li> </ul>	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> <li>observations of individual effort and interpersonal interaction during the learning process.</li> </ul> <p><i>Assessment Tool</i>  <i>Basic Competencies Reference Guide and any assessment tools noted above</i></p>	<p>Integrated throughout</p>

Concept	Specific Outcomes	Notes
<p>Office Environment</p>	<p><i>The student should:</i></p> <ul style="list-style-type: none"> <li>research how various business offices are organized with respect to:               <ul style="list-style-type: none"> <li>organizational structure</li> <li>priorities/philosophy</li> <li>design and layout</li> </ul> </li> <li>identify the components of a work area:               <ul style="list-style-type: none"> <li>hardware</li> <li>software</li> <li>telecommunications</li> <li>resources/references</li> <li>ergonomics</li> </ul> </li> <li>describe how the office supports a commitment to quality management:               <ul style="list-style-type: none"> <li>focus on customer</li> <li>accuracy, completeness, simplicity</li> <li>using references/research</li> </ul> </li> <li>identify and assess strategies that increase personal productivity:               <ul style="list-style-type: none"> <li>time and work management</li> <li>setting priorities</li> <li>resource management</li> </ul> </li> <li>use a variety of electronic office equipment.</li> </ul>	<p>Select from offices of: various sizes (e.g., home business, large business, community organization, telecommuting); various sectors of the economy; e.g., oil, service industry, real estate, insurance, health industry, auto dealership.</p> <p>Telephones, photocopiers, calculators, electronic mail, facsimiles, dictaphones.</p>

**COURSE MAM2050: OFFICE SYSTEMS 1** (continued)

Concept	Specific Outcomes	Notes
Managing Written Communications	<p><i>The student should:</i></p> <ul style="list-style-type: none"> <li>• research strategies and procedures for small and large businesses regarding:               <ul style="list-style-type: none"> <li>– processing incoming mail</li> <li>– preparing outgoing mail</li> </ul> </li> <li>• research postal services available for transmitting documents:               <ul style="list-style-type: none"> <li>– various classes of mail</li> <li>– special services</li> <li>– other carriers available (private couriers and messenger services)</li> </ul> </li> <li>• analyze the effect of electronic technology and communicating terminals on transmission of written documents.</li> </ul>	For example, registered, special delivery.
Managing Travel Arrangements	<ul style="list-style-type: none"> <li>• gather the necessary information to arrange a business trip</li> <li>• select:               <ul style="list-style-type: none"> <li>– how to handle bookings and reservations</li> <li>– mode of transportation</li> <li>– accommodations</li> </ul> </li> <li>• describe the special arrangements necessary when traveling internationally</li> <li>• prepare budgets and expense claims for business trips</li> <li>• prepare itineraries for business trips.</li> </ul>	Self, travel agent, consumer group.
Professionalism	<ul style="list-style-type: none"> <li>• demonstrate proper personal grooming and dress appropriate to the office environment</li> <li>• research issues related to ethics and laws regarding the use of electronic office equipment.</li> </ul>	For example, copyright laws.
Career Exploration	<ul style="list-style-type: none"> <li>• analyze a variety of career opportunities related to the office work</li> <li>• identify personal interests, talents and experiences as they relate to office careers.</li> </ul>	Define key terms related to career path/ladders, entry-level positions, mid-management, management positions.