

**COURSE MAM3070: OFFICE SYSTEMS 2****Level:** Advanced**Theme:** Information Management Systems and Strategies**Prerequisite:** MAM2050 Office Systems 1**Description:** Students demonstrate effective office environment strategies and processes, use electronic office equipment, and manage processes related to electronic communications and business meetings.**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>• evaluate and make recommendations for improving the quality of the office environment</li> <li>• demonstrate independent use of office strategies and procedures, and electronic office equipment within office environments</li> </ul>	<p><i>Assessment of student achievement should be based on:</i></p> <ul style="list-style-type: none"> <li>• a research report that will address: <ul style="list-style-type: none"> <li>– change processes</li> <li>– job/role descriptions</li> <li>– work plan</li> <li>– training.</li> </ul> </li> </ul> <p><i>Assessment Tool</i>  <i>Research Process: Office Systems 2 – Office Environments (MAM3070–1)</i>  <i>Standard</i>  <i>Rating of 3 in each applicable task</i></p> <ul style="list-style-type: none"> <li>• a practical lab experience in a simulated or actual office. Train others on a minimum of three different electronic office equipment. Show evidence of efficient use of electronic office equipment when training others.</li> </ul> <p><i>Assessment Tool</i>  <i>Assessment Task: Office Systems 2 – Practical Lab Experience (MAM3070–2)</i>  <i>Standard</i>  <i>Rating of 3 in each applicable task</i></p>	<p>20</p> <p>40</p>

**COURSE MAM3070: OFFICE SYSTEMS 2** (continued)

General Outcomes	Assessment Criteria and Conditions	Suggested Emphasis
<p><i>The student will:</i></p> <ul style="list-style-type: none"> <li>• describe procedures for managing electronic communications</li>   <li>• demonstrate ability to plan and run a business meeting</li>   <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>• an office manual or demonstration of work experience consisting of policies and procedures for electronic communications equipment including:               <ul style="list-style-type: none"> <li>– telephone</li> <li>– facsimile</li> <li>– electronic mail/Internet.</li> </ul> </li> </ul> <p><i>Assessment Tool</i>  <i>Presentations/Reports: Office Systems 2 – Electronic Communications (MAM3070–3)</i>  <i>Standard</i>  <i>Rating of 3 in each applicable task</i></p> <ul style="list-style-type: none"> <li>• a business meeting consisting of:               <ul style="list-style-type: none"> <li>– plan a business meeting</li> <li>– prepare for the meeting</li> <li>– use effective and efficient strategies during the meeting</li> <li>– complete follow-up tasks.</li> </ul> </li> </ul> <p><i>Assessment Tool</i>  <i>Assessment Task: Office Systems 2 – Business Meetings (MAM3070–4)</i>  <i>Standard</i>  <i>Rating of 3 in each applicable task</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>20</p> <p>20</p> <p>Integrated throughout</p>

**COURSE MAM3070: OFFICE SYSTEMS 2** (continued)

Concept	Specific Outcomes	Notes
Office Environment	<p><i>The student should:</i></p> <ul style="list-style-type: none"> <li>• research the change process within an office as electronic technologies alter the office environment</li> <li>• analyze the changing role of the office worker at the different levels (entry-level, supervisory, top-level management)</li> <li>• research various job descriptions:               <ul style="list-style-type: none"> <li>– responsibilities (direct, indirect)</li> <li>– setting priorities</li> <li>– reporting structure</li> <li>– opportunities for initiative</li> </ul> </li> <li>• illustrate the flow of work for one or more office functions</li> <li>• identify strategies to develop skill and train others on a variety of electronic office equipment</li> <li>• compare office manuals for common policies and procedures</li> <li>• propose strategies by which an office could improve the commitment to quality management</li> <li>• implement 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> </ul>	<p>Select from offices of various sizes; e.g., home business, large corporation.</p> <p>Various sectors of the economy; e.g., oil, service industry, legal, real estate, insurance, auto dealership, health services.</p> <p>Telephones, photocopiers, calculators, electronic mail, facsimiles, dictaphones.</p>

**COURSE MAM3070: OFFICE SYSTEMS 2 (continued)**

Concept	Specific Outcomes	Notes
Procedures for Managing Electronic Communications	<p><i>The student should:</i></p> <ul style="list-style-type: none"> <li>• describe the various communication systems available to business:               <ul style="list-style-type: none"> <li>– telephone</li> <li>– voice messaging systems</li> <li>– electronic mail</li> <li>– facsimiles</li> <li>– Internet</li> <li>– teleconferencing</li> </ul> </li> <li>• research a variety of communication procedures and protocols that are practised for each system; e.g., answering phones promptly, delivering fax messages promptly, answering electronic mail messages immediately</li> <li>• apply efficient communication procedures and protocols when using a variety of electronic office equipment.</li> </ul>	
Managing Meeting Arrangements	<ul style="list-style-type: none"> <li>• identify procedures to use when planning a meeting:               <ul style="list-style-type: none"> <li>– formal and informal</li> </ul> </li> <li>• describe strategies to use to prepare for the meeting</li> <li>• describe how meetings run effectively and efficiently</li> <li>• describe the procedures to follow after the meeting.</li> </ul>	<p>Agenda for a business meeting could be planned around a discussion of the basic competencies within CTS or the Conference Board of Canada's Employability Skills.</p>
Professionalism	<ul style="list-style-type: none"> <li>• demonstrate proper personal grooming and dress appropriate to the office environment</li> <li>• follow ethics and laws regarding the use of electronic office equipment.</li> </ul>	<p>For example, copyright laws.</p>