

**OA 120 A & B Business Communications I**

*3 Credits, 16 weeks, 5 hours lecture*

Good communication skills, more than any other factor, determine who gets the good job, who does the job well, and who gets the promotion. This course is designed to provide a firm foundation for effective business communications - both written and oral. Practical principles of grammar and punctuation will be mastered by the student. Spelling and vocabulary expertise is developed with emphasis placed on terminology used in today's electronic office.

*Prerequisites and/or co-requisites: None*

**Instructor**

Joanne Hlina  
Office location: S111F  
Phone: 780.791.8958  
[joanne.hlina@keyano.ca](mailto:joanne.hlina@keyano.ca)

**Office Hours**

Tuesday	13:00	to	13:50
Wednesday	13:00	to	13:50
	17:00	to	17:50
Thursday	14:00	to	15:50

**Hours of Instruction**

Tuesday	14:00	to	15:50	C267
Thursday	12:00	to	12:50	S105
Friday	14:00	to	15:50	C267

**Required Resources**

Communicating in the Workplace; Sixth Canadian Edition; Francis-Dombeck, Camp, Satterwhite

Student Workbook for use with Communicating in the Workplace; Sixth Canadian Edition; Francis-Dombeck, Camp, Satterwhite

The Gregg Reference Manual; Ninth Canadian Edition; Sabin, Millar, Strashok, Gardner (purchased for OA 145).

**Course Outcomes**

The student will be able to:

1. Apply the fundamentals of standard English grammar to both oral and written communication.
2. Use appropriate punctuation in written communication.
3. Recognize the importance of accurate spelling in business communication.
4. Use a thesaurus, a dictionary, and other reference books to increase knowledge of words.
5. Develop and apply efficient proofreading techniques.
6. Recognize the importance of building a business vocabulary.
7. Demonstrate an appreciation of the importance for accurate and effective communication in today's electronic office.

**Course Content**

Unit One: Exploring Communication and Developing Oral Communication Skills

Chapter 1: All Sections Covered

Chapter 2: Omit

Unit Two: Exploring Language Structure

Chapter 3: Sections Covered: 3.1 and 3.2

Chapter 4: All Sections Covered

Chapter 5: All Sections Covered and Sections 3.3 and 3.4 (from Chapter 3)

Unit Three: Developing Writing Skills

Chapter 6: All Sections Covered

**Evaluation**

Attendance.....	5%
Tests/Quizzes.....	35%
Assignments/Workbook.....	35%
Final Exam .....	25%
Total .....	100%

*A grade of C- is required for progression.*

**Office Administration Grading System**

*The minimum standard for passing this course is a grade of C- (60%).*

Descriptor	Alpha Grade	4.0 Scale	Percent
Excellent	A+	4.0	> 98.9
	A	4.0	95 – 98.9
	A-	3.7	90 – 94.9
Good	B+	3.3	85 – 89.9
	B	3.0	80 – 84.9
	B-	2.7	75 – 79.9
Satisfactory	C+	2.3	70 – 74.9
	C	2.0	65 – 69.9
	<b>Progression</b> C-	1.7	60 – 64.9
Poor	D+	1.3	55 – 59.9
Min Pass	D	1.0	50 – 54.9
Failure	F	0.0	< 50

## **Performance Requirements**

### **Student Attendance**

Class attendance is useful for two reasons. First, class attendance maximizes a students' learning experience. Second, attending class is a good way to keep informed of matters relating the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and / or notes that may be due.

### **Academic Misconduct**

Academic misconduct is an act which may result in a false evaluation of the student's academic standing, or which represents an attempt to unfairly gain an academic advantage, where the person knew or ought reasonably to have known that it was misconduct.

Whether or not a student intended to commit academic misconduct is not relevant for a finding of academic misconduct. Students are responsible for verifying the academic integrity of their work before submitting it. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own
- The use of unauthorized aids in assignments or examinations (cheating)
- Collusion or the unauthorized collaboration with others in preparing work
- The deliberate misrepresentation of qualifications
- The willful distortion of results or data
- Substitution in an examination by another person
- Handing in the same unchanged work as submitted for another assignment

Penalties for academic offences range from a verbal reprimand to dismissal from the College, and in certain circumstances may involve legal action.

## **Specialized Supports**

### **Counselling and Disability Services**

Counselling Services provides a wide range of specialized counselling services to prospective and registered students, including personal, career and academic counselling.

### **SKILL Centre**

The SKILL Centre is a learning space in the Clearwater Campus at Keyano College where students can gather to share ideas, collaborate on projects and get new perspectives on learning from our tutorial staff.

The SKILL Centre, through a variety of delivery methods, provides assistance in skill development to Keyano students. Assistance is provided by instructors, staff and student tutors. Individuals wishing to improve their mathematics, writing, grammar, study, or other skills, can take advantage of this unique service.

### Assignments

All assignments must be retained in electronic format in students' files. Moodle is a required component of the course, as all due dates and grades will be posted there. Please pay careful attention to the information on Academic Misconduct (page 35 of the online Credit Calendar) for behaviour such as cheating and plagiarism. The penalty for such behaviour is a zero on the assignment and no opportunity to resubmit it.

Assignments must be handed in on the due date at the beginning of class. If being submitted on Moodle, assignments must be submitted by the due date posted. Late assignments will receive a mark of zero (unless there are documented extenuating circumstances such as illness). Technology issues **are not** considered valid grounds for late assignments.

In-class assignments must be completed in class on the assigned date.

### Assessments

All assessment dates will be posted on Moodle and are subject to change.

Assessments must be written when scheduled. Make-up assessments will not be given unless there are documented extenuating circumstances. Students are expected to notify their instructor if they are unable to attend class.

The final examination will be a maximum of three hours in length and scheduled during the final exam period. All final examinations must be written on the specified examination date, or the conditions listed in the Keyano College Calendar under "Deferred Final Examination" will apply. Students with accommodations must inform the instructor and the Skill Centre of any necessary arrangements **at least three weeks in advance** of the final exam date.

### Teaching and Learning Methodologies

A wide variety of teaching and learning methodologies are used to appeal to a broad range of learning styles. Lectures, PowerPoints, videos, research and writing projects, team activities, student presentations, social media explorations, career fairs, and field trips may all be used in the class.

Notes and other material covered in the course will be posted on Moodle, an online learning website. Students are responsible for ensuring they are able to login and access documents. Students who are not able to access Moodle must inform the instructor immediately. Moodle will be kept up-to-date with all course specific content and information. In addition, an approved course outline and schedule will be posted. It is the student's responsibility to check Moodle for updates in order to stay current with course requirements.

### Professionalism

Students must behave in a manner that is respectful and professional toward their instructors, classmates, and administration. Student communication, both written and verbal, must be completed in a professional manner. Inappropriate discussion topics or language will not be tolerated. Written communication must be done through the Keyano College email accounts and composed in a respectful manner. In addition, students will dress in a professional manner. Casual business clothing is preferred. Low necklines and short bottoms/skirts are not deemed professional attire. Participation in class activities is expected. The use of cell phones and social media is not allowed in the classroom, unless specified by your instructor.

**Important Dates to Remember**

Sep 1	Orientation Day
Sep 2	First day of class
Sep 7	College Closed (Labour Day)
Sep 8	Last day to add courses for academic programs; Tuition is due (\$100 late fee charged after this date)
Sep 15	Last day to drop courses with a full refund (\$100 deposit is non-refundable); Last day to waive SAKC Health & Dental plan or add family
Sep 26	Deadline to Apply for Co-operative Education
Sep 30	Last day to submit Keyano College Fall Awards Applications
Oct 9	Last day to withdraw with a refund (50%)
Oct 12	College Closed (Thanksgiving Day)
Oct 30	Last day to withdraw from Cooperative Education
Nov 11	No Classes (Remembrance Day)
Nov 12-13	No Classes (Reading Days)
Nov 25	Last day to withdraw (Grade of W)
Dec 4	Last day of classes
Dec 7-11	Final Exam period
Dec 18	Final Grades submitted for fall semester
Dec 25-31	College Closed (Christmas Break)
Jan 1	College Closed (New Year's Day)
Jan 5	Winter Semester begins for academic programs

**Tentative Course Schedule**

\*This course outline may be modified to facilitate unforeseen time constraints.  
Date and time allotted to each topic is subject to change.

		<b>ASSIGNMENTS</b>
<b>Week 1</b> Sept 1 – 4	<b>TOPICS:</b> Elements of Communication; Applying Your Communication Skills in Business <b>READINGS:</b> Chapters 1.1-1.2, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 1.1-1.2, Communicating in the Workplace
<b>Week 2</b> Sept 7 – 11	<b>TOPICS:</b> Ethical and Socially Acceptable Business Communications; Global Communications <b>READINGS:</b> Chapters 1.3-1.4, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 1.3-1.4, Communicating in the Workplace Chapter Assignment; Chapter Test; Spelling Test
<b>Week 3</b> Sept 14 – 18	<b>TOPICS:</b> The Parts of Speech <b>READINGS:</b> Chapter 3.1, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 3.1, Communicating in the Workplace; Group Assignment; Library Tutorial; Section Quiz; Spelling Test
<b>Week 4</b> Sept 21 – 25	<b>TOPICS:</b> The Sentence <b>READINGS:</b> Chapters 3.2, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 3.2, Communicating in the Workplace Chapter Assignment; Section Quiz; Spelling Test
<b>Week 5</b> Sept 28 – Oct 2	<b>TOPICS:</b> Nouns: Plural Forms; Nouns and Pronouns: Possessive Forms; Pronouns: Nominative and Objective Forms <b>READINGS:</b> Chapters 4.1-4.3, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 4.1-4.3, Communicating in the Workplace Chapter Assignment; Chapter Test; Section Quiz; Spelling Test
<b>Week 6</b> Oct 5 – 9	<b>TOPICS:</b> Verbs <b>READINGS:</b> Chapters 3.3, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 3.3, Communicating in the Workplace; Section Quiz; Spelling Test
<b>Week 7</b> Oct 12 – 16	<b>TOPICS:</b> Predicate Agreement <b>READINGS:</b> Chapters 3.4, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 3.4, Communicating in the Workplace Chapter Assignment; Chapter Test; Spelling Test
<b>Week 8</b> Oct 19 – 23	<b>TOPICS:</b> Adjectives; Adverbs <b>READINGS:</b> Chapters 5.1-5.2, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 5.1-5.2, Communicating in the Workplace Section Quiz; Spelling Test
<b>Week 9</b> Oct 26 – 30	<b>TOPICS:</b> Prepositions; Conjunctions <b>READINGS:</b> Chapters 5.3-5.4, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 5.3-5.4, Communicating in the Workplace Chapter Assignment; Chapter Test; Spelling Test
<b>Week 10</b> Nov 2 – 6	<b>TOPICS:</b> End-of-Sentence Punctuation; Commas <b>READINGS:</b> Chapters 6.1-6.2, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 6.1-6.2, Communicating in the Workplace Spelling Test
<b>Week 11</b> Nov 9 – 13	<b>TOPICS:</b> Semi-colons, Colons, and Dashes; Quotation Marks, Parentheses, and Apostrophes <b>READINGS:</b> Chapters 6.3-6.4, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 6.3-6.4, Communicating in the Workplace Spelling Test
<b>Week 12</b> Nov 16 – 20	<b>TOPICS:</b> Capitalization <b>READINGS:</b> Chapters 6.5, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 6.5, Communicating in the Workplace
<b>Week 13</b> Nov 23 – 27	<b>TOPICS:</b> Abbreviations <b>READINGS:</b> Chapters 6.6, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 6.6, Communicating in the Workplace Chapter Assignment; Chapter Test
<b>Week 14</b> Nov 30 – Dec 4	<b>TOPICS:</b> Numbers <b>READINGS:</b> Chapters 6.7, <i>Communicating in the Workplace</i> ; Assigned Moodle Readings	Workbook Chapter 6.7, Communicating in the Workplace Final Exam Review
<b>Week 15</b> Dec 7 – 16	<b>FINAL EXAMINATION PERIOD</b>	

**Authorization**

This course outline has been reviewed and approved by the Program Chair.

---

Joanne Hlina, Instructor

---

Gina Langager, Chair

Date Authorized

---

Guy Harmer, Dean

Date Authorized

**Signed copies to be delivered to:**

Instructor

Registrar's Office