

OA 120 A Business Communications I*3 Credits, 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

Pam Wenaus

Office location: S111E

Phone: 780.791.8956

pam.wenaus@keyano.ca**Office Hours**

Monday	12:00 p.m.	to	12:50 p.m.
Tuesday	10:00 a.m.	to	10:50 a.m.
Wednesday	12:00 p.m.	to	12:50 p.m.
Thursday	12:00 p.m.	to	12:50 p.m.
Friday	12:00 p.m.	to	12:50 p.m.

Hours of Instruction

Monday	1:00 p.m.	to	3:50 p.m.	CC282
Thursday	10:00 a.m.	to	11:50 a.m.	CC282

Required Resources

College English and Business Communication – 10th edition. Sue Camp, Marilyn Satterwhite. McGraw-Hill Education ISBN: 0073397121

Course Outcomes

Upon successful completion of this course, the student shall be able to:

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

Evaluation

In-class participation/homework.....	11%
Quizzes/Tests.....	40%
Assignments/Projects.....	24%
Final Exam	25%
Total	100%

A grade of C- is required for progression.

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 above regarding Academic Misconduct 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.

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 Progression	C+	2.3	70 – 74.9
	C	2.0	65 – 69.9
	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

Proposed Schedule of Topics

	Monday	Thursday
Sept 4 & 7 Week 1	STAT	Introduction, Course Outline, Moodle
Sept 11 & 14 Week 2	Chapter 1 Communicating in Everyday Life	Chapter 1 Assignment Chapter 1 Quiz
Sept 18 & 21 Week 3	Chapter 2 Interpreting Communication Library Session Spelling Test 1	Chapter 2 Assignment Chapter 2 Quiz
Sept 25 & 28 Week 4	Chapter 3 Communicating Globally Group Project	Chapter 3 Assignment Chapter 3 Quiz
Oct 2 & 5 Week 5	4.1 The Parts of Speech Spelling Test 2	4.2 The Sentence
Oct 9 & 12 Week 6	STAT	4.3 Verbs
Oct 16 & 19 Week 7	4.4 Predicate Agreement	Chapter 4 Assignment Chapter 4 Quiz
Oct 23 & 26 Week 8	Section 5.1 Nouns: Plural Forms Spelling Test 3	Section 5.2 Nouns and Pronouns: Possessive Forms
Oct 30 & Nov 2 Week 9	Section 5.3 Pronouns: Nominative and Objective Forms	Chapter 5 Assignment Chapter 5 Quiz
Nov 6 & 9 Week 10	6.1 Conjunctions 6.2 Prepositions Spelling Test 4	READING DAY
Nov 13 & 16 Week 11	STAT	6.3 Adjectives Section 6.4 Adverbs
Nov 20 & 23 Week 12	Spelling Test 5	Chapter 6 Assignment Chapter 6 Quiz
Nov 27 & 30 Week 13	7.1 Sentence Enders 7.2 Commas	7.3 Semicolons, Colons, and Dashes 7.4 Quotation Marks, Parentheses, and Apostrophes
Dec 4, 7 Week 14	Chapter 7 Assignment Chapter 7 Quiz	Final Exam Review

Please Note:

Date and time allotted to each topic is subject to change.

Performance Requirements**Student Responsibilities**

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the Keyano College credit calendar

More specific details are found in the Student Rights and Student Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes students' learning experience. Second, attending class is a good way to keep informed of matters relating to 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

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. 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
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Student Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Student Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work will not be graded until you show this signed certificate.

Specialized Supports**Counselling and Accessibility 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.

Authorization

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

Pam Wenaus, Instructor

Nermin Zukic, Business Chair

Date Authorized

Vincella Thompson, Dean

Date Authorized

Signed copies to be delivered to:

Instructor

Registrar's Office