

OA 120 A & B Business Communications I

3 Credits, 16 weeks, 5 hours lecture

Official course description - 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

Wednesday 11:00 a.m. – 12:50 p.m.
Thursday 1:00 p.m. – 2:50 p.m.
Friday 10:00 a.m. – 10:50 a.m.

Hours of Instruction

OA 120 A	Wednesday	2:00	p.m.	to	3:50	p.m.	Room S107
	Thursday	9:00	a.m.	to	10:50	a.m.	Room S112
	Friday	8:00	a.m.	to	8:50	a.m.	Room S207
OA 120 B	Monday	4:00	p.m.	to	4:50	p.m.	Room S207
	Tuesday	3:00	p.m.	to	4:50	p.m.	Room 273
	Thursday	3:00	p.m.	to	4:50	p.m.	Room S207

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

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

Clearly outline what students must do in order to pass or complete the course.

Tests/Quizzes.....	40%
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
Progression	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

1. 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 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. Please refer to page 32 of the Credit Calendar.

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.

2. Academic Misconduct (page 32 of the Credit Calendar)

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

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

3. Accommodation for Students with Disabilities

The College will provide reasonable accommodation to students with disabilities in order to promote academic success. If you require accommodation, contact the Learner Assistance Program Office at 792-5608 to initiate the process for documenting, assessing and implementing your individual accommodation needs. In addition, tutoring services are available at the SKILL Centre (Room 119)

Performance Requirements

Assignments are to be submitted to the instructor at the beginning of the class on the scheduled assignment due date. Students who miss classes are responsible for course content for that class.

Please Note:

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

Authorization

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

Pam Wenaus, Instructor

Gina Langager, Chair

Date Authorized

Guy Harmer, Dean

Date Authorized

Signed copies to be delivered to:

Instructor
Registrar's Office