

COURSE SYLLABUS



COURSE TITLE: ABT 120 Business Admin Procedures
CLASS SECTION: 001
TERM: 2024F
COURSE CREDITS: 3
DELIVERY METHOD(S): Classroom: Face-to-face In-Classes

Camosun College campuses are located on the traditional territories of the Lək̓ʷəŋən and W̱SÁNEĆ peoples. We acknowledge their welcome and graciousness to the students who seek knowledge here.
Learn more about Camosun's [Territorial Acknowledgement](#).

INSTRUCTOR DETAILS

NAME: Angela Kemna
EMAIL: kemnaa@camosun.ca
OFFICE: CBA 231B
HOURS: Wednesdays and Fridays 120-220pm; or email to book another time.

As your course instructor, I endeavour to provide an inclusive learning environment. However, if you experience barriers to learning in this course, do not hesitate to discuss them with me. Camosun College is committed to identifying and removing institutional and social barriers that prevent access and impede success.

CALENDAR DESCRIPTION

This course prepares students with the necessary skills to apply and use typical administrative procedures and technology utilized in today's business office. This course also provides students with the knowledge and ability to apply and use appropriate recordkeeping procedures, technologies, and legislation, including classification, control and disposal of records related to private and public business, including First Nations.

It is a core course in the [Office Administration Certificate Program](#).

PREREQUISITE(S):

One of:

- C in English 12
- C in Camosun Alternative

COURSE LEARNING OUTCOMES / OBJECTIVES

1. Understand and demonstrate knowledge of administrative procedures used in the workplace.
2. Demonstrate an understanding of the use of workspace and workplace resources.
3. Demonstrate an ability to interact with employers, co-workers, and the public in a respectful and culturally sensitive way.
4. Demonstrate an understanding of generally accepted records management systems in the workplace.

REQUIRED MATERIALS & RECOMMENDED PREPARATION / INFORMATION

1. Mandatory Attendance for First Class

This section of ABT 120 -001 requires **mandatory attendance for the first-class meeting** of the course. If you do not attend, and do not provide your instructor with a reasonable reason in advance, you will be removed from the course and the space offered to the next waitlisted student. For more information, please see the "Attendance" section under "Registration Policies for Students" | [Registration Policies for Students | Camosun College](#)

2. This is a face-to-face course and full attendance is highly recommended for the entire course. This course has multiple group and pair working groups which meet and collaborate every day. Please consider a commitment to attend all classes, for the support and benefit of your group and pair partners.

3. Required Textbook:

The Administrative Professional Kit w/Mindtap (6 Month Access).

5th edition, 2023. Rankin, Shumack, Turczyniak. ISBN 9781774747797 Please purchase the bundle which is the required textbook materials through the [Camosun Book store](#).

Available to purchase through the [Camosun College Bookstore](#)

4. You will require the access code for the MindTap app, which has many assignments within the app to complete during the term assignments. It also provides a Read Aloud option for the chapter readings which will be assigned throughout the course. Set up details will be provided in the first week of the course.
5. Notebook for an assignment in the course.
6. Required: Print credits throughout the course, use of either flash drive or Onedrive (which is included in Office 365 which Camosun College offers to students for free).
7. Required: Headset with microphone for online Zoom meetings/sessions outside of class
8. Strongly Recommended: Sign- up for [Office 365](#) (provided free from Camosun College).

COURSE SCHEDULE, TOPICS, AND ASSOCIATED PREPARATION / ACTIVITY / EVALUATION

The following schedule and course components are subject to change with reasonable advance notice, as deemed appropriate by the instructor.

All due dates for assignments and quizzes are in D2L under ASSIGNMENTS and QUIZZES navigation bar. NOTE: ABT 120 does not cover Chapter 7 (Developing Effective Presentation Skills) or Chapter 9 (Maintaining Financial Records), as this content is covered elsewhere in the Office Administration Certificate Program. Students are welcome to read these chapters for their own interest.

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
Wk 1: Sept 3-6 Class 1: Sept 4 CBA 287 (Lab) Class 2: Sept 6 CBA 202	Welcome/Territorial Acknowledgement Introductions to each other and course; Work groups will be Assigned. Lab/Computers: Login; D2L, Email forwarding set-up; MindTap registration & course materials. Set up Mindtap app and access to App for activities for future assignments	Stat: Mon. Sept 2: College closed Purchase course materials today. You must bring these to 1st class.

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
	<p>Ch 1: Entering the Workforce and Becoming a Professional</p> <p>Introduce Note Taking Assignment & Digital Filing Assignment – Ongoing assignment – due date last date of the course. Review Reflections Assignment (in class).</p> <p>Activities as assigned. Check D2L.</p> <p>Next class in this week we will do a Chapter 1 & 2 Reflection Assignment. Have your questions in Word doc ready to review with someone in class and Collaborate and Participate according to assignments practices. Bring paper or a notebook to write on for your Note Taking Assignment and for Reflections collaborate and participation Assignment (or your laptop if you have one).</p> <p>Introduce Digital Filing Assignment – Ongoing assignment – due TBA (last week of course).</p>	<p>Activities as assigned. Check D2L News and announcements in class.</p> <p>Read Chapter 1 & 2 prior to quiz and reflections.</p> <p>Reading - Ch 1 due Sept 6/24 Ch 2 due Sept 11/24</p> <p>Ch 1- Reflections Assignment due Sept 6</p> <p>Ch2-Reflections Assignment due Sept 10</p> <p>Ch 1 & 2 Quizzes – due Tues Sept 18</p>
<p>Wk 2: Sept 9-13 Class: Sept 11 CBA 287 Class: Sept 13 CBA 202</p> <p>Note: Chapter Readings: Each week’s chapter readings, quizzes and Individual Reflection’s document are to be completed prior to the next week’s classes and placed in the drop box. Due dates for these Reflections & Quizzes can be found under Assignments. The documents will be reviewed in-class and discussed on the due date class time.</p>	<p>Ch 2: Managing and Organizing Yourself, Your Time, and Your Workplace</p> <p>Introduce Readings, Quizzes, and Discussion Assignments per Chapter format.</p> <p>Ergonomics /WorkSafe BC document: How to Make Your Computer Workstation Fit You</p> <p>Guest Speaker: Cheri Hurtubise, SofB Program Coord. Sept 11</p> <p>NOTE: All assignment due dates can be found under ASSIGNMENTS drop box area. All quiz due dates can be found under QUIZZES. On your Homepage there will be a calendar and reminders of these due dates to your personal email address (which should be set up in Notifications).</p> <p>Review In Class Reflections class collaboration, participation, and assignment format for the term. Directions will be given in detail in class.</p> <p>Ergonomic & S.M.A.R.T assignments due in 1 week</p>	<p>Activities as assigned. Check D2L News and announcements and in class.</p> <p>Read Chapter 3, prior to next weeks class. Prepare in a Word doc, 3 questions for in-class discussions on first class of the week. Due: <i>See due date in D2L Assignment Drop box.</i></p> <p>Ch 3 & 6 – Reading, Quizzes & Individual Reflections. For both chapters</p>

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
	Activities as assigned. Check D2L content and Assignment drop box.	Due: <i>See due date in D2L Assignment Drop box.</i>
Wk 3: Sept 16-20 Class: Sept 18 CBA 287 Class: Sept 20 CBA 202	<p>In class participation and review of Reflections with class discussions. This will happen every week, until the end of the course.</p> <p>Guest Speaker: Francis Lecours – former student and managing course work. – Sept 18</p> <p>Guest Speaker: Enactus Presentation – Coralee/Brian/Max Sept 20</p> <p>Ch 3: Working Ethically Top 10 Professional Values, School of Business Reviewing FIPPA, PIPPEDA, PIPPA Activities as assigned. Check D2L for due dates.</p> <p>Ch 6: Communicating with Technology Calendar Assignment Activities as assigned. Check D2L for due dates.</p>	Ch 4 - Reading, Quiz & Individual Reflections Assignment – Due: <i>See due date in D2L Assignment Drop box.</i>
Wk 4: Sept 23-Sept 17 Class: Sept 25 CBA 287 Class: Sept 27 CBA 202	<p>Ch 4: Developing Customer Focus Telephone Courtesies Intro.</p> <p>Guest Speaker: Sharon Wild, SofB Receptionist</p> <p>Introduce Telephone Group Project Activities as assigned. Check D2L.</p>	Ch 8 – Reading, Quiz & Individual Reflections Assignment – <i>See due date in D2L Assignment Drop box.</i>
Wk 5: Sept 30-Oct 4 Class: Oct 2 CBA 287 Class: Oct 4 CBA 202	<p>Ch 8: Handling Mail and Using Reprographic Equipment MFD: Multi-function device intro. (printer, copier, scanner) Fax Machine Introduction</p> <p>Guest Speaker: Jennifer Phillips: Internship and Co-operative Education Programs, Camosun Oct 2</p> <p>Introduce MFD Group Project</p> <p>Telephone Courtesies Continued Activities as assigned. Check D2L.</p>	College Closed Sept 30- Truth & Reconciliation Day
Wk 6: Oct 7-11 Class: Oct 9 CBA 287 Class: Oct 11 CBA 202	<p>Continue working on projects & assignments for Telephone Courtesies Continued as needed Office Equipment Skills Continued Mail: Canada Post website</p> <p>Introduce Records Management Project</p>	CH 10 Reading & Quiz – see D2L Assignment drop box due dates No Individual Reflections

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
	Activities as assigned. Check D2L.	Assignment for this chapter
Wk 7: Oct 14-18 Class: Oct 16 CBA 287 Class: Oct 18 CBA 202	Ch 10: Managing Physical and Electronic Records ARMA Indexing Rules, Equipment, Records system Introduced. Introduce Group project –in-class work & practical applications. Activities as assigned. Check D2L. Ch 10 quiz due prior to first class this week. No reflections. Guest Speaker: Melanie Denys ARMA VI Membership Director Oct 16	Group Project for Records Management In Class project Due Nov 20
Wk 8: Oct 21-25 Class: Oct 23 CBA 287 Class: Oct 25 CBA 202	Ch 10: Records Management Continued In-class project work: Filing Simulation: Alphabetic Filing Filing Simulation: Subject Filing Activities as assigned. Check D2L.	
Wk 9: Oct 28-Nov 1 Class: Oct 30 CBA 87 Class: Nov 1 CBA 202	Ch 10: Records Management Continued Filing Simulation: Alphabetic Filing Filing Simulation: Subject Filing Activities as assigned. Check D2L.	Ch 5 - Reading, Quiz & Individual Reflections Assignment – see D2L Assignment drop box due dates
Wk 10: Nov 4-8 Class: Nov 6 CBA 287 Class: Nov 8 CBA 202	Ch 5: Improving Communication Skills Guest Speaker: Michelle Alto, Assistant to Dean (Centre for Sport and Exercise Education)- Nov 6 Activities as assigned. Check D2L.	Ch 13 - Reading, Quiz & Individual Reflections Assignment – see D2L Assignment drop box due dates
Wk 11: Nov 11-15 Class: Nov 13 CBA 219 Class: Nov 15 CBA 209	Ch 13: Seeking Employment Activities as assigned. Check D2L. Work on outstanding homework In-class assignment- Nov 15	Ch 11 & 15 – Reading, Quizzes & Individual Reflections Assignment (Both chapters) – see D2L Assignment drop box due dates
Wk 12: Nov 18-22 Class: Nov 20 CBA 287 Class: Nov 22 CBA 202	Ch 11: Planning and Organizing Meetings and Other Events Review & Activities as assigned. Check D2L. Ch 15: Leading with Confidence Activities as assigned. Check D2L.	Ch 12 - Reading, Quizzes & Individual Reflections Assignment – see

WEEK or DATE RANGE	ACTIVITY or TOPIC	OTHER NOTES
		D2L Assignment drop box due dates Ch 10 Project Due
Wk 13: Nov 25-Nov 29 Class: Nov 27 CBA 219 Class: Nov 29 CBA 202	Ch 12: Coordinating Business Travel Activities as assigned. Check D2L.	Ch 14 - Review, Quiz & Individual Reflections Assignment – see D2L Assignment drop box due dates
Wk 14: Dec 2-6 Class: Dec 4 CBA 219 Class: Dec 6 CBA 209	Ch 14: Becoming a Virtual Assistant Review & Activities as assigned. Check D2L. Work on Outstanding Assignments Note Take Assignment and Digital File Management Assignments are due Dec 6 Course Wrap up	Note Taking Assignment - Due- Dec 6 Digital File Management Assignment – Due Dec 6

Students registered with the Centre for Accessible Learning (CAL) who complete quizzes, tests, and exams with academic accommodations have booking procedures and deadlines with CAL where advanced noticed is required. Deadlines can be reviewed on the [CAL exams page](https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams). <https://camosun.ca/services/academic-supports/accessible-learning/academic-accommodations-exams>

EVALUATION OF LEARNING

DESCRIPTION	WEIGHTING
Chapter Quizzes	20
Reflective Questions & In Class Discussion	10
Individual Assignments	25
Small Work Group Activities/Assignments	7.5
Records Management (paper)	10
Digital File Management	20
Participation/Attendance	7.5
TOTAL	100%

If you have a concern about a grade you have received for an evaluation, please come and see me as soon as possible. Refer to the [Grade Review and Appeals](#) policy for more information.

<http://camosun.ca/about/policies/education-academic/e-1-programming-and-instruction/e-1.14.pdf>

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COURSE GUIDELINES & EXPECTATIONS

This course is a practical application course. Participation and attendance are included in the course grading. Students are expected to “meet standards of professionalism required by today’s practicing business and organizational professionals”. Please see the [Top 10 Professional Values](#).

This course has daily practical applications and participation in collaborative pair and group work. Not attending affects the peer partners and group members in completing assignments and projects. Attendance is required to fulfill these assignments and projects. To respect those, you are working with, please consider the other person(s) within your group in attending every class. If you are not able to attend, please email the instructor prior to the class start.

The classroom learning environment uses multifaceted modalities of technology, equipment, and practical applications to prepare you for the work field. Critical thinking, prioritizing, attention to detail, time management, and good teamwork skills will be learned and used throughout this course. If you are struggling with the workload or anything in this course, you can attend an office hour or book an appointment via email (kemnaa@camosun.ca).

Please ensure you have purchased the course bundle from the Camosun bookstore prior to the first class, which includes the new edition (15th) and the Mindtap app, for many of the assignments and videos, come from this platform. A Publisher rep will be attending and helping you set up your MindTap, attendance is mandatory. Not having the Mindtapp publishers learning platform will hinder your ability to complete assignments. For this course the 4th edition is not applicable to the quiz content and updated current practices within the Business Administrative changes over the last several years. The fifth edition has been updated to present day administrative duties and theoretical foundations.

Review the course information and resources on D2L before class. Read all NEWs bulletins (found under Course Home) for daily/weekly updates from the instructor to keep up to date with Instructor guidance and announcements. Every instructor uses D2L in different ways, once you are into this course’s site there are instructions and directions how to use this course’s site. This course uses multiple functions in D2L, which may be new to your D2L experience, please if you are struggling, meet with the instructor for help.

You are responsible for completing all quizzes and assignments on time, on the due dates. There are no rewrites for missed quizzes or extensions for non-attendance. If there are circumstances to your absence, please contact the instructor to discuss this situation, as soon as possible. Attend an Office Hour or email Instructor to book an appointment. For your success or when you need additional support and strategies for studying and content related questions, please see the instructor as soon as possible. This course is a busy course and getting help will enhance your success throughout the term.

Deadlines and exams:

You must submit your quizzes and assignments by the due date or as announced. A grade of zero will be assigned to late submissions. There are no additional assignments or make-up exams of any kind if you performed poorly on an assignment or quizzes.

Students registered through the Centre for Accessible Learning (CAL) should discuss timelines with their instructors at the beginning of each semester.

SCHOOL OR DEPARTMENTAL INFORMATION

[Applied Business Technology \(ABT\) Department](#)

[School of Business](#)

STUDENT RESPONSIBILITY

Enrolment at Camosun assumes that the student will become a responsible member of the College community. As such, each student will display a positive work ethic, assist in the preservation of College property, and assume responsibility for their education by researching academic requirements and policies; demonstrating courtesy and respect toward others; and respecting expectations concerning attendance, assignments, deadlines, and appointments.

SUPPORTS AND SERVICES FOR STUDENTS

Camosun College offers a number of services to help you succeed in and out of the classroom. For a detailed overview of the supports and services visit camosun.ca/services.

Support Service	Website
Academic Advising	camosun.ca/services/academic-supports/academic-advising
Accessible Learning	camosun.ca/services/academic-supports/accessible-learning
Counselling	camosun.ca/services/health-and-wellness/counselling-centre
Career Services	camosun.ca/services/co-operative-education-and-career-services
Financial Aid and Awards	camosun.ca/registration-records/financial-aid-awards
Help Centres (Math/English/Science)	camosun.ca/services/academic-supports/help-centres
Indigenous Student Support	camosun.ca/programs-courses/iecc/indigenous-student-services
International Student Support	camosun.ca/international
Learning Skills	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills
Library	camosun.ca/services/library
Office of Student Support	camosun.ca/services/office-student-support
Ombudsperson	camosun.ca/services/ombudsperson
Registration	camosun.ca/registration-records/registration
Technology Support	camosun.ca/services/its

Support Service	Website
Writing Centre	camosun.ca/services/academic-supports/help-centres/writing-centre-learning-skills

If you have a mental health concern, please contact Counselling to arrange an appointment as soon as possible. Counselling sessions are available at both campuses during business hours. If you need urgent support after-hours, please contact the Vancouver Island Crisis Line at 1-888-494-3888 or call 911.

COLLEGE-WIDE POLICIES, PROCEDURES, REQUIREMENTS, AND STANDARDS

Academic Integrity
 Students are expected to comply with all College policy regarding academic integrity; which is about honest and ethical behaviour in your education journey. The following guide is designed to help you understand your responsibilities:
<https://camosun.libguides.com/academicintegrity/welcome>
 Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.13.pdf> for Camosun’s Academic Integrity policy and details for addressing and resolving matters of academic misconduct.

Academic Accommodations for Students with Disabilities

Camosun College is committed to achieving full accessibility for persons with disabilities. Part of this commitment includes arranging appropriate academic accommodations for students with disabilities to ensure they have an equitable opportunity to participate in all of their academic activities. If you are a student with a documented disability and think you may need accommodations, you are strongly encouraged to contact the Centre for Accessible Learning (CAL) and register as early as possible. Please visit the CAL website for more information about the process of registering with CAL, including important deadlines: <https://camosun.ca/cal>

Academic Progress

Please visit <https://camosun.ca/sites/default/files/2023-02/e-1.1.pdf> for further details on how Camosun College monitors students’ academic progress and what steps can be taken if a student is at risk of not meeting the College’s academic progress standards.

Course Withdrawals Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-2.2.pdf> for further details about course withdrawals. For deadline for fees, course drop dates, and tuition refund, please visit <https://camosun.ca/registration-records/tuition-fees#deadlines>.

Grading Policy

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.5.pdf> for further details about grading.

Grade Review and Appeals

Please visit <https://camosun.ca/sites/default/files/2021-05/e-1.14.pdf> for policy relating to requests for review and appeal of grades.

Medical / Compassionate Withdrawals

Students who are incapacitated and unable to complete or succeed in their studies by virtue of serious and demonstrated exceptional circumstances may be eligible for a medical/compassionate withdrawal (see [Medical/Compassionate Withdrawals policy](#)). Please visit <https://camosun.ca/services/forms#medical> to learn more about the process involved in a medical/compassionate withdrawal.

Sexual Violence

Camosun is committed to creating a campus culture of safety, respect, and consent. Camosun's Office of Student Support is responsible for offering support to students impacted by sexual violence. Regardless of when or where the sexual violence occurred, students can access support at Camosun. The Office of Student Support will make sure students have a safe and private place to talk and will help them understand what supports are available and their options for next steps. The Office of Student Support respects a student's right to choose what is right for them. For more information see Camosun's Sexualized Violence Policy: <https://camosun.ca/sites/default/files/2021-05/e-2.9.pdf> and camosun.ca/services/sexual-violence-support-and-education.

To contact the Office of Student Support: oss@camosun.ca or by phone: 250-370-3046 or 250-370-3841

Student Misconduct (Non-Academic)

Camosun College is committed to building the academic competency of all students, seeks to empower students to become agents of their own learning, and promotes academic belonging for everyone. Camosun also expects that all students to conduct themselves in a manner that contributes to a positive, supportive, and safe learning environment. Please review Camosun College's Student Misconduct Policy at <https://camosun.ca/sites/default/files/2021-05/e-2.5.pdf> to understand the College's expectations of academic integrity and student behavioural conduct.

Looking for other policies?

The full suite of College policies and directives can be found here: <https://camosun.ca/about/camosun-college-policies-and-directives>

Changes to this Syllabus: Every effort has been made to ensure that information in this syllabus is accurate at the time of publication. The College reserves the right to change courses if it becomes necessary so that course content remains relevant. In such cases, the instructor will give the students clear and timely notice of the changes.