

**EASTERN ARIZONA COLLEGE**  
**Office Procedures/Professional Business Office**

**Course Design**  
**2018-2019**

**Course Information**

**Division** Business  
**Course Number** AIS 213C  
**Title** Office Procedures/Professional Business Office  
**Credits** 1  
**Developed by** Tammy Campbell  
**Lecture/Lab Ratio** 1 Lecture/0 Lab

**Transfer Status**

ASU	NAU	UA
Non Transferable	Elective Credit	Non Transferable

**Activity Course** No  
**CIP Code** 52.0400  
**Assessment Mode** Final Exam (40 Questions/40 Points)  
**Semester Taught** Fall  
**GE Category** None  
**Separate Lab** No  
**Awareness Course** No  
**Intensive Writing Course** No  
**Diversity and Inclusion Course** No

**Prerequisites**

None

**Educational Value**

To General Education: Provides opportunity for people to become familiar with equipment necessary to the office setting. Such as fax machines, copy machines, telephones, and printers.

To Major/Program: Prepares students use and manage the equipment necessary to the office setting, such as fax machines, copy machines, telephones, and printers.

**Description**

One of three office procedures modules designed to give the student real-world, hands-on experience while developing knowledge and skills necessary for work in the professional business office. In this module, students develop skills for operating reprographics and communications equipment. Students are also introduced to the concepts of professionalism, etiquette, and acceptable attitudes for workplace success.

## **Supplies**

None

### **Competencies and Performance Standards**

#### **1. Gain tools for self-management.**

##### ***Learning objectives***

*What you will learn as you master the competency:*

- a. Assess your attitude and personality.
- b. Set goals for effective life management.
- c. Build skills in personal financial management.
- d. Build organizational skills.
- e. Learn techniques for time and stress management.

##### ***Performance Standards***

*Competence will be demonstrated:*

- o in self-assessment activities
- o in goal-setting activities

*Criteria - Performance will be satisfactory when:*

- o learner discusses tools for self-management

#### **2. Study effective working relationships.**

##### ***Learning objectives***

*What you will learn as you master the competency:*

- a. Define effective communication.
- b. Explain accountability.
- c. Define teamwork and motivation.
- d. Leadership and workplace relationships.
- e. Explain conflict and negotiation skills.

##### ***Performance Standards***

*Competence will be demonstrated:*

- o in the keying of assigned learning exercises
- o in the completion of effective working relationships quizzes

*Criteria - Performance will be satisfactory when:*

- o learner discusses the necessary skills for effective working relationships

#### **3. Analyze workplace basics.**

##### ***Learning objectives***

*What you will learn as you master the competency:*

- a. Discuss ethics, politics, and diversity in the workplace.
- b. Describe professional etiquette and dress.
- c. Study the importance of customer service and quality.
- d. Discuss human resource management.

**Performance Standards**

*Competence will be demonstrated:*

- o in the keying of assigned learning exercises
- o in the completion of workplace basics quizzes

*Criteria - Performance will be satisfactory when:*

- o learner demonstrates and understanding of ethics, diversity, etiquette, and quality

**4. Develop career planning tools.**

**Learning objectives**

*What you will learn as you master the competency:*

- a. Plan a job search.
- b. Create a résumé package.
- c. Perfect interviewing techniques.
- d. Determine appropriate ways to manage career and life changes.

**Performance Standards**

*Competence will be demonstrated:*

- o in the keying of assigned learning exercises
- o in the completion of career planning quizzes

*Criteria - Performance will be satisfactory when:*

- o learner discusses career planning options and techniques

**5. Demonstrate a working knowledge of duplicating technology and equipment.**

**Learning objectives**

*What you will learn as you master the competency:*

- a. Describe duplicating techniques.
- b. Complete duplicating requests.

**Performance Standards**

*Competence will be demonstrated:*

- o in the completion of assignments
- o on the post-test

*Criteria - Performance will be satisfactory when:*

- o learner describes duplicating techniques
- o learner completes duplicating requests

**6. Acquire a familiarity with communication technology and equipment.**

**Learning objectives**

*What you will learn as you master the competency:*

- a. Discuss communication equipment.
- b. Apply proper telephone etiquette.
- c. Discuss fax machine terminology.
- d. Demonstrate how to fax information.

**Performance Standards**

*Competence will be demonstrated:*

- o in the completion of assignments
- o on the post-test

*Criteria - Performance will be satisfactory when:*

- o learner discusses communication equipment
- o learner applies proper telephone etiquette
- o learner discusses fax machine terminology
- o learner demonstrates how to fax information

**7. Troubleshoot computer printing problems.**

**Learning objectives**

*What you will learn as you master the competency:*

- a. Utilize printer utility software.
- b. Characterize common printer problems.

**Performance Standards**

*Competence will be demonstrated:*

- o in the completion of class assignments
- o on the post-test

*Criteria - Performance will be satisfactory when:*

- o learner utilizes printer utility software
- o learner characterizes common printer problems

**Types of Instruction**

Classroom Presentation

Simulated or Actual Work Experience

**Grading Information**

**Grading Rationale**

Assignments and quizzes	70%
Projects	20%
Final Exam	10%

**Grading Scale**

A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	Below 60%