# 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**

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**Activity Course**: No  
**CIP Code**: 52.0400  
**Assessment Mode**: Pre/Post Test (40 Questions/40 Points)  
**Semester Taught**: Fall  
**GE Category**: None  
**Separate Lab**: No  
**Awareness Course**: No  
**Intensive Writing 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. Effective communication.
   b. Accountability.
   c. Teamwork and motivation.
   d. Leadership and workplace relationships.
   e. 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. Learn about 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.
in the completion of workplace basics quizzes.

Criteria - Performance will be satisfactory when:
• 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. Planning a job search.
b. Creating a resume package.
c. Perfecting interviewing techniques.
d. Dealing with career and life changes.

*Performance Standards*
*Competence will be demonstrated:*
• in the keying of assigned learning exercises.
• in the completion of career planning quizzes.

Criteria - Performance will be satisfactory when:
• 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.

c. Discuss fax machine terminology.
d. Demonstrate how to fax information.

*Performance Standards*
*Competence will be demonstrated:*
• in the completion of assignments.
• on the post-test.

Criteria - Performance will be satisfactory when:
• learner describes duplicating techniques.
• 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:*
• in the completion of assignments.
on the post-test.

Criteria - Performance will be satisfactory when:
- learner discusses communication equipment.
- learner applies proper telephone etiquette.
- learner discusses fax machine terminology.
- 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:
- in the completion of class assignments.
- on the post-test.

Criteria - Performance will be satisfactory when:
- learner utilizes printer utility software.
- 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%