

# Douglas College

## Course Information

MAY 1999

A: Division: **APPLIED PROGRAMS**

Date:

Department: **COMMERCE AND BUSINESS ADMINISTRATION**

New Course:

E: Faculty

Program: **OFFICE ADMINISTRATION**

Revision of Course  
Information Form:

**MAY 1994**

Program

**OADM 240**

D: **BUSINESS COMMUNICATIONS AND DOCUMENTATION**

Subject & Course No.	Department	Faculty	Calendar Description	Prerequisites	Revisions

**N: TEXTBOOKS AND MATERIALS TO BE PURCHASED BY STUDENTS:**

Essentials of Business Administration, Latest Canadian Edition, Scarborough, Ontario  
Guffey, Mary and Brander, Noel, Essentials of Business, Scarborough, Ontario

5. Business Letters

5.1 direct strategy

5.1.1 information requests and replies

5.1.3 orders and acknowledgments

5.2 indirect strategy

5.2.1 refused requests

5.2.1 refused requests

5.2.2 refused claims

5.2.3 refused credits

5.3 keyboarded layout

6. Inter-office Memoranda

6.1 direct strategy

6.2 indirect strategy

6.2 indirect strategy

6.3 persuasive requests

6.4 keyboarded layout

7. Oral Interaction and Presentation

7.1 interaction

7.1.1 peer to peer (informal)

7.1.2 peer to peer (formal groups)

7.1.3 student to instructor

7.2 presentation

7.2.1 group reporting

2.2 individual speech

8. Electronic Transmission

8.1 electronic mail

8.2 local area networks

8.3 teleconferencing

8.2 local area networks

8.4 facsimile

8.5 facsimile

lectures and discussion, group activities, and practice in writing and

students will learn through short lectures and

in delivering and presenting. The course will also include

**R. COURSE EVALUATION**

	Assignments/Revisions	20%
Presentation *	* 5%	
Employability Skills	5%	
Midterm Test	25%	
Written communication tests (min. 3)	45%	
	<u>100%</u>	

\* STUDENTS MUST COMPLETE ALL OF THE ABOVE PRIOR TO THE END OF THE COURSE

THIS COURSE IS OPEN FOR PRIOR LEARNING ASSESSMENT

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