**Procedures and Theory – OCP-C**

**Chapters 3 and 11**

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| Course Objectives | Develop an understanding of teamwork and the characteristics of effective workplace teams.  Understand the importance of managing records.  Apply alphabetic filing rules.  Describe the types of records storage systems. |
| Competencies |  |
| Module Materials | Procedures and Theory for Administrative Professionals textbook |
| Assignment and Point Value | Chapter Three: (Type in Word or write all of Chapter Three work as one document and turn in for grading.)  Let’s Discuss Questions -- Type questions and answers. (15 points)  Vocabulary Review -- Type a list of the “Key Terms” shown on page 63. Include a good definition of each term. (15 points)  Putting it to Work -- Write a summary of the advice you would give. (15 points)  Build Relationships – Develop a list of things you could do to resolve the issues presented. (15 points)  Chapter Test (40 points) -- See instructor for written Chapter Three Test |
|  | Chapter 11: (Type in Word or write all of Chapter Eleven work as one document and turn in for grading.)  Let’s Discuss Questions -- Type questions and answers. (15 points)  Vocabulary Review -- Type a list of the “Key Terms” shown on page 256. Include a good definition of each term. (15 points)  Develop Workplace Skills. #4, #6, #7 – See your instructor to obtain needed items to complete these activities. (30 points)  Chapter Test (40 points) -- See instructor for written Chapter Three Test |
| Assessment | Chapter work graded for completeness and accuracy of work.  Chapter tests require an 80% passing score. |