

Miami Dade Community College
OST 2402 — Office Procedures 2

Catalog Description:

This course provides training in office procedures and operations, human relations skills, and advanced office techniques using simulations.

3 credits

Prerequisites: OST1100, OST1110L, OST1702, and OST1741

Course Competencies:

Competency 1: The student will demonstrate skill in using software applications and technology by

- a. applying software functions to complete office tasks.
- b. integrating multiple applications.
- c. researching and synthesizing advances in telecommunications equipment and services.

Competency 2: The student will develop communication and public relations skills by

- a. composing, editing, and proofreading business correspondence.
- b. preparing and delivering an oral presentation, participating in group discussions, dictating and transcribing for recorded media, and communicating via telephone, facsimile transmission, electronic mail, and video.
- c. identifying communication strategies related to protocol, business etiquette, ethics, and service.
- d. identifying and simulating the responsibilities of planning meetings and conferences.

Competency 3: The student will demonstrate organization skills by

- a. describing records management rules and procedures in the office.
- b. appraising office organization strategies.

Competency 4: The student will acquire knowledge of basic financial activities and office procedures by

- a. identifying basic financial functions, such as payroll, banking, budget, time sheets, petty cash, and inventory.
- b. conceptualizing the implementation of the office professional's financial and managerial responsibilities.

Competency 5:

The student will integrate personal management techniques in the office environment by

- a. demonstrating employability skills.
- b. adopting time and stress management techniques to improve productivity.

The mission of Miami-Dade Community College is to provide accessible, affordable, high quality education by keeping the learner's needs at the center of decision making and working in partnership with its dynamic, multi-cultural community.