

Instructor's Manual
Nancy Graviett
Certified Professional Secretary® (CPS)
and
Certified Administrative Professional® (CAP)
Examination Review Series

OFFICE ADMINISTRATION
Fifth Edition

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Office Administration

Proposed Course Outlines

I. Four-Week Course Format

Week #	Course Topics
1	Course Intro Chapter 1: Filing Systems Chapter 2: File Management Chapter 3: Filing Rules and Standards
2	Chapter 4: Verbal Communication—Fundamentals Chapter 5: Verbal Communication—Professional Communication Applications Chapter 6: Research and Reference Materials
3	Chapter 7: Composing and Editing Written Communication Chapter 8: Writing Business Documents Chapter 9: Producing Documents in Final Format
4	Chapter 10: Information Distribution Chapter 11: Rules of Grammar Chapter 12: Business Etiquette

II. Eight-Week Course Format

Week #	Course Topics
1	Course Intro Chapter 1: Filing Systems Chapter 2: File Management
2	Chapter 3: Filing Rules and Standards Chapter 4: Verbal Communication—Fundamentals
3	Chapter 5: Verbal Communication—Professional Communication Applications
4	Chapter 6: Research and Reference Materials Chapter 7: Composing and Editing Written Communication
5	Chapter 8: Writing Business Documents Chapter 9: Producing Documents in Final Format
6	Chapter 10: Information Distribution
7	Chapter 11: Rules of Grammar
8	Chapter 12: Business Etiquette, Practice Exam

III. Twelve-Week Course Format

Week #	Course Topics
1	Course Intro Chapter 1: Filing Systems

2	Chapter 2: File Management
3	Chapter 3: Filing Rules and Standards
4	Chapter 4: Verbal Communication—Fundamentals
5	Chapter 5: Verbal Communication—Professional Communication Applications
6	Chapter 6: Research and Reference Materials
7	Chapter 7: Composing and Editing Written Communication
8	Chapter 8: Writing Business Documents
9	Chapter 9: Producing Documents in Final Format
10	Chapter 10: Information Distribution
11	Chapter 11: Rules of Grammar
12	Chapter 12: Business Etiquette, Practice Exam