ADMINISTRATION, COMMERCE AND COMPUTER TECHNOLOGY

SECRETARIAL STUDIES

5712

SYNOPTIC TABLE OF EXAMINATIONS
PROGRAM ANALYSIS TABLES
TABLES OF SPECIFICATIONS
INFORMATION ON THE EVALUATION
PARTICIPATION EVALUATION FORMS
PERFORMANCE EVALUATION FORMS

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INTRODUCTION

This document includes program analysis tables and tables of specifications. Most of the tables are accompanied by specific notes (*Information on the Evaluation*) regarding the evaluation of corresponding modules in the *Secretarial Studies* program. This information is intended for those responsible for examinations and is provided when an evaluation form was prepared for an examination under the responsibility of educational institutions. This material must be used to prepare examinations for the certification of studies.

A Synoptic Table of Examinations has also been included in this document.

1 SYNOPTIC TABLE

Number of modules: 26
Duration in hours: 1485
Credits: 99

Secretarial Studies
Code: 5712

CODE		TITLE OF THE MODULE	HOURS[1]	STATUS[2]
960 011	1.	The Occupation and the Training Process	15	I
960 025	2.	Keyboarding	75	I
960 036	3.	Proofreading	90	I
960 044	4.	Information Management	60	I
960 056	5.	Basic Word Processing	90	I
960 066	6.	Writing Business Correspondence	90	I
960 078	7.	Common Accounting Tasks	120	I
960 082	8.	Database Software	30	I
960 091	9.	Quality	15	I
960 104	10.	Periodic Accounting Tasks	60	M
960 112	11.	Communication	30	M
960 122	12.	Telecommunication Tools	30	I
960 135	13.	Bilingual Communication	75	M
960 146	14.	Business Correspondence Production	90	M
960 154	15.	Spreadsheets	60	I
960 162	16.	Time Management	30	I
960 176	17.	Business Correspondence in French	90	I
960 182	18.	Labour Laws	30	I
960 194	19.	Translation into French	60	I
960 204	20.	Advanced Word Processing	60	I
960 214	21.	Desktop Publishing	60	I
960 225	22.	Document Production	75	M
960 232	23.	Business Meetings	30	I
960 241	24.	File Updates	15	I
960 252	25.	Job Search Techniques	30	I
960 265	26.	Entering the Work Force	75	I

This program leads to a Diploma of Vocational Studies in *Secretarial Studies*.

[1] 15 hours = 1 credit

[2] Examinations are prepared either by the educational institution (I) or by the Ministère (M).

SYNOPTIC TABLE OF EXAMINATIONS FOR THE
SECRETARIAL STUDIES PROGRAM

Number of modules: 26
Duration (in hours): 1485

Code: 5712
Credits: 99

MODULE CODE	MODULE NO.	TITLE	CREDITS	MODULE DUR.	RESP.[1]	TYPE OF EVAL.[2]	EXAM DUR.[3]	MAX. NO. OF CANDID.[4]	NO. OF ITEMS	PERFORM. STANDARD	NO. OF VERSIONS	EXAM AVAIL.
960 011	1	The Occupation and the Training Process	1	15	I	PE						
960 025	2	Keyboarding	5	75	I	P	30 min			90		
960 036	3	Proofreading	6	90	I	P	3 h			85		
960 044	4	Information Management	4	60	I	P	3 h			80		
960 056	5	Basic Word Processing	6	90	I	P	3 h			80		
960 066	6	Writing Business Correspondence	6	90	I	P	2 h 30			80		
960 078	7	Common Accounting Tasks	8	120	I	P	3 h			80		
960 082	8	Database Software	2	30	I	P	2 h 30			80		
960 091	9	Quality	1	15	I	PE						
960 104	10	Periodic Accounting Tasks	4	60	M	P	3 h			80	4	X
960 112	11	Communication	2	30	M	PE					1	X
960 122	12	Telecommunication Tools	2	30	I	P	2 h			80		
960 135	13	Bilingual Communication	5	75	M	P				80	4	X
960 146	14	Business Correspondence Production	6	90	M	P	3 h	12		85	4	X
960 154	15	Spreadsheets	4	60	I	P	3 h			80		
960 162	16	Time Management	2	30	I	PE						

MODULE CODE	MODULE NO.	TITLE	CREDITS	MODULE DUR.	RESP.[1]	TYPE OF EVAL.[2]	EXAM DUR.[3]	MAX. NO. OF CANDID.[4]	NO. OF ITEMS	PERFORM. STANDARD	NO. OF VERSIONS	EXAM AVAIL.
960 176	17	Business Correspondence in French	6	90	I	P	3 h			75		
960 182	18	Labour Laws	2	30	I	P	2 h			75		
960 194	19	Translation into French	4	60	I	P	3 h			70		
960 204	20	Advanced Word Processing	4	60	I	P	3 h			80		
960 214	21	Desktop Publishing	4	60	I	P	3 h			80		
960 225	22	Document Production	5	75	M	P	3 h	12			4	X
960 232	23	Business Meetings	2	30	I	P	3 h			80		
960 241	24	File Updates	1	15	I	P	3 h			80		
960 252	25	Job Search Techniques	2	30	I	PE						
960 265	26	Entering the Work Force	5	75	I	PE						

1. I: Examination under the responsibility of the educational institution
   M: Examination under the responsibility of the Ministère de l'Éducation
2. P: Practical examination
   PE: Participation examination
3. Exam Dur.:   Duration of the examination for individual candidates or a group of candidates (as a general guideline)
4. Max. no. of candid.:   Maximum number of candidates per examiner (as a general guideline)

PROGRAM: Secretarial Studies   **CODE:** 960 011

MODULE: 1 – THE OCCUPATION AND THE TRAINING PROCESS

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PARTICIPATION EVALUATION FORM

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 011

MODULE: 1 – THE OCCUPATION AND THE TRAINING PROCESS

EXPECTED OUTCOME: To determine their suitability for the occupation and the training process

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
PHASE 1: INFORMATION ON THE OCCUPATION	60	55	
- Learning about the job market in secretarial work (i.e. types of businesses, job prospects, remuneration, opportunities for promotion and transfer, selection of candidates).			• Gather information on most of the topics to be covered.
- Learning about the nature and requirements of the occupation through meetings with employers, written materials, etc.			• Gather information on most of the topics to be covered.
- Assessing the possibility of starting up a business or being self-employed.			• Show interest and note their observations.
- Presenting the information gathered and discussing their views on the occupation.			• Express their views on the occupation, relating them to the information they have gathered.
- Understanding the importance of the quality of English in written and oral communications.			• Explain their views on the importance of the quality of English, relating them to the requirements of the occupation.
PHASE 2: INFORMATION ON AND PARTICIPATION IN THE TRAINING PROCESS	20	20	
- Discussing the skills, aptitudes, attitudes and knowledge required to practise the occupation.			• Give their opinion on some of the requirements that they will have to meet in order to practise the occupation.
- Becoming familiar with the training process.			• Study the documents provided and listen attentively to explanations.
- Checking how the training program compares with the actual occupation.			• Express their views on the training program, relating them to the requirements of the occupation.

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 011

MODULE: 1 – THE OCCUPATION AND THE TRAINING PROCESS

EXPECTED OUTCOME: To determine their suitability for the occupation and the training process

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
- Sharing their initial reactions to the occupation and the training process.			• Express their reactions clearly.
PHASE 3: EVALUATION AND CONFIRMATION OF CAREER CHOICE - Describing their preferences, aptitudes, interests and personal qualities. - Relating the various requirements of the occupation to their own preferences, aptitudes, interests and personal qualities. - Identifying the personal strengths that will facilitate their work as well as the weaknesses they must overcome. - Explaining why they choose to continue the training process.	20	25	• Sum up their preferences, interests, aptitudes and personal qualities. • Explain why they choose to continue the training process.

TABLE OF SPECIFICATIONS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 011

MODULE: 1 – THE OCCUPATION AND THE TRAINING PROCESS

EXPECTED OUTCOME: To determine their suitability for the occupation and the training process

PARTICIPATION INDICATORS	WGT. %	CRITERION COMPONENTS	EVAL. %
PHASE 1 : 1. Gather information on most of the topics to be covered.	40	1.1 Take notes on the following topics: job prospects, remuneration, hiring criteria, opportunities for promotion and transfer.	10
		1.2 Meet with employers and write minutes of the meeting.	10
		1.3 Hand in to the teacher notes about the possibility of working for themselves.	10
		1.4 Hand in to the teacher notes showing the importance of the quality of English in written and oral communications.	10
2. Express their views on the occupation, relating them to the information they have gathered.	15	2.1 Present their views of the occupation during a group discussion.	15
PHASE 2: 3. Give their opinion on some of the requirements that they will have to meet in order to practise the occupation.	5	3.1 Hand in to the teacher notes on the main requirements of the occupation.	5
4. Study the documents provided and listen attentively to explanations.	10	4.1 Comment on each of the following aspects: - content of the program - training process - evaluation methods - certification of studies	10
5. Explain their views on the importance of the quality of English, relating them to the requirements of the occupation.	5	5.1 Indicate at least one example of how the program modules relate to the practice of the occupation.	5

TABLE OF SPECIFICATIONS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 011

MODULE: 1 – THE OCCUPATION AND THE TRAINING PROCESS

EXPECTED OUTCOME: To determine their suitability for the occupation and the training process

PARTICIPATION INDICATORS	WGT. %	CRITERION COMPONENTS	EVAL. %
PHASE 3: 6. Sum up their preferences, interests, aptitudes and personal qualities.	15	6.1 Specify their preferences, aptitudes, interests and personal qualities.	15
7. Explain why they choose to continue the training process.	10	7.1 Indicate to the teacher the main reason for choosing to continue the training process.	10

SECRETARIAL STUDIES

960 011 - THE OCCUPATION AND THE TRAINING PROCESS
(MODULE 1)

INFORMATION ON THE EVALUATION

Evaluation of the candidates' participation will be based on information gathered at certain times during the learning activities. However, a definitive evaluation by criterion component should be done only at the end of the corresponding phase in the learning situation.

The evaluation should not focus on the accuracy of candidates' perceptions or opinions, but rather on whether they have based their perceptions or opinions on arguments or examples.

PHASE 1: INFORMATION ON THE OCCUPATION

1. Gather information on most of the topics to be covered.

During this activity, it is important to clearly indicate the type of information that the candidates must gather and present in a group discussion. Regardless of the medium and conventions used to record the information, the evaluation should not focus on the accuracy, quality or presentation of the information, but rather on the candidates' efforts to compile sufficient pertinent information on the topics to be covered and to organize it so that it can be used during a group discussion.

For criterion components 1.1, 1.2 and 1.3, candidates should provide a sufficient amount of information, without painting a complete and rigorously accurate picture of the situation. For criterion component 1.4, at least three aspects should be presented concerning the importance of the quality of English in written and oral communications.

2. Express their views on the occupation, relating them to the information they have gathered.

The group meeting should be prepared and handled so that all candidates have the opportunity to express their views.

PHASE 2: INFORMATION ON AND PARTICIPATION IN THE TRAINING PROCESS

3. Give their opinion on some of the requirements that they will have to meet in order to practise the occupation.

The usefulness, relevance and validity of some of the skills, aptitudes and knowledge considered requirements for practising the occupation will be discussed. The group discussion should be prepared and handled in such a way that all candidates have the opportunity to express their views.

4. Study the documents provided and listen attentively to explanations.

During this activity, it is important to clearly indicate the type of information that candidates will gather and present in writing.

5. Explain their views on the importance of the quality of English, relating them to the requirements of the occupation.

The group discussion should be prepared and handled in such a way that all candidates have the opportunity to express their views.

The candidates should discuss the relevance or usefulness of at least one element of the training program.

PHASE 3: EVALUATION AND CONFIRMATION OF CAREER CHOICE

6. Sum up their preferences, interests, aptitudes and personal qualities.

To explain their career choice, candidates must show in their report the connections that exist between at least three selected aspects or requirements of the occupation and their personal preferences, interests and aptitudes. At this stage, the candidates' perceptions need not be objective or accurate.

The evaluation should not focus on how well the report was written. Instead of requiring a written report, the instructor could even prepare a questionnaire and have students fill it out (it should not, however, take the form of a practical knowledge examination). Candidates must have made an effort to include the elements requested. The instructions for preparing the report must clearly define what is meant by preferences, interests and aptitudes.

7. Explain why they choose to continue the training process.

Candidates should participate actively in the discussion on their career choice with the teacher, indicating the main reason for their choice.

PARTICIPATION EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
1- The Occupation and the Training Process	Module code: 960 011
Candidate's name:	
School:	Permanent code: _____
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

PARTICIPATION INDICATORS	MARK	
	YES	NO
PHASE 1: INFORMATION ON THE OCCUPATION		
1 GATHER INFORMATION ON MOST OF THE TOPICS TO BE COVERED		
1.1 Take notes on at least three of the following topics: - work environment (types of businesses, products) - job prospects - remuneration - opportunities for promotion and transfer - selection of candidates	☐	☐
1.2 Meet with employers and write minutes of the meeting on at least two of the following subjects: - tasks - working conditions - evaluation criteria - rules of personal and professional ethics - rights and responsibilities of workers	☐	☐
1.3 Hand in to the teacher notes on the following topics: - personal characteristics of an entrepreneur - requirements for being an entrepreneur	☐	☐
1.4 Hand in to the teacher notes showing the importance of the quality of English in written and oral communications on at least two of the following topics: - company image - quality of communication - respect for internal and external clientele - hiring criteria	☐	☐
2 EXPRESS THEIR VIEWS ON THE OCCUPATION, RELATING THEM TO THE INFORMATION THEY HAVE GATHERED.		
2.1 Present their views of the occupation during a group discussion (advantages, disadvantages, requirements).	☐	☐

PARTICIPATION INDICATORS	MARK	
	YES	NO
PHASE 2: INFORMATION ON AND PARTICIPATION IN THE TRAINING PROCESS		
3 GIVE THEIR OPINION ON SOME OF THE REQUIREMENTS THAT THEY WILL HAVE TO MEET IN ORDER TO PRACTISE THE OCCUPATION.		
3.1 Hand in to the teacher notes on at least two of the requirements of the occupation (skills, attitudes or knowledge), by basing their opinion on relevant arguments.	☐	☐
4 STUDY THE DOCUMENTS PROVIDED AND LISTEN ATTENTIVELY TO EXPLANATIONS.		
4.1 Comment on each of the following aspects: - content of the program - training process - evaluation methods - certification of studies	☐	☐
5 EXPLAIN THEIR VIEWS ON THE IMPORTANCE OF THE QUALITY OF ENGLISH, RELATING THEM TO THE REQUIREMENTS OF THE OCCUPATION.		
5.1 Indicate at least one example of how the program modules relate to the practice of the occupation.	☐	☐
PHASE 3: EVALUATION AND CONFIRMATION OF CAREER CHOICE		
6 SUM UP THEIR PREFERENCES, INTERESTS, APTITUDES AND PERSONAL QUALITIES.		
6.1 Specify their preferences, aptitudes, interests and personal qualities.	☐	☐
7 EXPLAIN WHY THEY CHOOSE TO CONTINUE THE TRAINING PROCESS.		
7.1 Indicate to the teacher the main reason for choosing to continue the training process.	☐	☐

Minimum performance standard: 8 out of 10 elements, including 1.1, 1.2, 2.1, 5.1 and 6.1

Comments:

PROGRAM: Secretarial Studies   **CODE:** 960 025

MODULE: 2 – KEYBOARDING

PROGRAM ANALYSIS TABLES

TABLES OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 025

MODULE: 2 – KEYBOARDING

EXPECTED BEHAVIOUR: To apply a keyboarding technique

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Use the basic keys of the keyboard.	25	C	• Use of basic keys	P
- Use the keys on the "home" row and on the upper and lower rows.	25	C	• Use of keys on the home row • Use of keys on the upper row • Use of keys on the lower row	P
- Use the numeric keypad.	20	C	• Use of keys on the numeric keypad	P
- Use all the keys of the keyboard.	30	100	• Use of all the keys of the keyboard	P

* P = Practical examination
  PK = Practical knowledge examination

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 025

MODULE: 2 – KEYBOARDING

EXPECTED BEHAVIOUR: To apply a keyboarding technique

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Use all the keys of the keyboard.	PS	1. Use of all the keys of the keyboard	10	1.1 Eyes kept on text being entered	10
- Apply a keyboarding technique.	PT	2. Net speed attained	90	2.1 Minimum net speed of 25 words per minute for two minutes, using the following calculation method: Definitions: • word: 5 keystrokes count as one word • number of words per minute: result of the total number of typed words divided by the number of minutes • error: any keystroke error Penalty: each error is equivalent to two words or ten keystrokes Calculation of net words per minute: • total number of words typed during a number of minutes • less the number of errors • divided by the number of minutes Example in words: 40 words – (2 errors x 2 words) = 36 / 2 minutes = 18 net words per minute Example in keystrokes: 200 keystrokes – (2 errors x 10 keystrokes) / 5 keystrokes = 36 words / 2 minutes = 18 net words per minute	90

*   Evaluation strategy: process (PS) or product (PT)   Module 2

SECRETARIAL STUDIES

960 025 – KEYBOARDING
(MODULE 2)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's mastery of the keyboard and speed in entering text. The suggested duration is 30 minutes.

2. Procedure

Candidates will keyboard two texts using a microcomputer. Candidates will be advised that their keyboarding technique will be evaluated throughout the examination.

Candidates will receive two error-free typed texts of 200 words each (or 1000 keystrokes), double-spaced and not requiring any formatting except paragraph indents. Candidates will have two minutes to keyboard each text. Candidates should have approximately 10 minutes of warm-up before the examination with different texts than those used for the examination. They will have 5 minutes to read the texts used for the examination before the examination begins. After the signal for the end of the examination has been given, candidates will print their texts and write their name on them.

3. Equipment and Materials

- computer workstation
- keyboarding or word-processing software
- printer
- two texts of approximately 200 words (1000 keystrokes) each

4. Specifics on the Examination

After the number of words typed has been calculated, the examiner must take into account keystroke errors in order to determine the number of words per minute according to the calculation method indicated in the Table of Specifications. After having corrected the two texts, the examiner will keep the best of the two for the marking of criterion component 2.1.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES

2 – Keyboarding

Candidate's name:

School:

Date of examination:

Examiner's signature:

Program code: 5712

Module code: 960 025

Permanent code: _____

RESULT: PASS   FAIL
          ☐   ☐

OBSERVATION		RESULT
	YES NO	
1 USE OF ALL THE KEYS OF THE KEYBOARD		
1.1 Eyes kept on text being entered	☐ ☐	**0 or 10**
2 NET SPEED ATTAINED		
2.1 Minimum speed of 25 words per minute for two minutes, after calculation of keystroke errors	☐ ☐	**0 or 90**
Minimum performance standard: 90 marks	Total:	**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies   **CODE:** 960 036

MODULE: 3 – PROOFREADING

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 036

MODULE: 3 – PROOFREADING

EXPECTED BEHAVIOUR: To proofread business texts

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Do a first reading.	10	—	• Correct understanding of the message • Identification of missing words	P
- Check and correct sentence structure.	25	30	• Recognition of the nature of clauses • Revision of sentences	P
- Check and correct spelling and grammar.	25	35	• Correct spelling • Correct use of verb tenses, moods and persons	P
- Check and correct punctuation, numbers, the use of capitals and abbreviations.	20	20	• Observance of rules of punctuation • Observance of rules for writing numbers • Use of capitals • Use of abbreviations	P
- Improve the quality of texts.	20	15	• Elimination of repetitions and redundancies • Substitution of appropriate expressions for incorrect ones	P

* P = Practical examination
  PK = Practical knowledge examination

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 036

MODULE: 3 – PROOFREADING

EXPECTED BEHAVIOUR: To proofread business texts

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Check and correct sentence structure.	PT	1. Revision of sentences	30	1.1 Observed the structure of the sentences.	30
- Check and correct spelling and grammar.	PT	2. Spelling	10	2.1 Used correct spelling.	10
		3. Grammar	25	3.1 Observed rules of English grammar with regard to verb tenses, moods and persons.	25
- Check and correct punctuation, numbers, the use of capitals and abbreviations.	PT	4. Punctuation	5	4.1 Observed punctuation rules.	5
		5. Numbers	5	5.1 Observed rules for writing numbers.	5
		6. Use of capitals	5	6.1 Observed rules for using capitals.	5
		7. Abbreviations	5	7.1 Observed rules for abbreviations.	5
- Improve the quality of texts.	PT	8 Substitution of appropriate expressions for incorrect ones and elimination of repetitions and redundancies	15	8.1 Substituted appropriate expressions for incorrect ones and eliminated repetitions and redundancies.	15

SECRETARIAL STUDIES

960 036 – PROOFREADING
(MODULE 3)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to proofread business texts. More than one candidate can be evaluated simultaneously. The suggested duration is three hours.

2. Procedure

Provide each candidate with a business text approximately two pages long (e.g. business letter, memorandum, official statement, minutes, report). This text should:

-   be typed and single spaced

-   include relatively common errors in spelling, grammar, syntax and punctuation, miswritten numbers, faulty use of capitals and abbreviations as well as incorrect expressions

Candidates must correct the mistakes in the text. The corrections should be made directly on the work sheet to avoid transcription errors. The text is double or triple spaced on the worksheet to make it easier for candidates to indicate their corrections.

3. Equipment and Materials

-   a business text
-   dictionaries
-   grammar guides
-   reference manuals as well as class notes and the learning guide

4. Specifics on the Examination

Candidates should be given no information regarding the number or the types of errors in the text; however, they should be told that they do not have to be concerned about formatting. They must do the work without using a computer.

5. Special Instructions for This Examination

If candidates add mistakes to those already in the text, they should be penalized according to the type of error. For example, if candidates correct all the spelling mistakes, but misspell a correctly spelled word, they should be penalized with regard to criterion component 2.1.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES   Program code: 5712

3 – Proofreading   Module code: 960 036

Candidate's name:

School: _____   Permanent code: ·

Date of examination: _____   RESULT: PASS   FAIL

Examiner's signature: _____   ☐   ☐

OBSERVATION		RESULT
	YES NO	
1 REVISION OF SENTENCES		
1.1 Observed the structure of the sentences:		
- all the necessary words are included.	☐ ☐	
- the words are in the correct order.	☐ ☐	
- pronouns, prepositions, conjunctions and adverbs are used properly.	☐ ☐	
- the verb tenses and moods are correct.	☐ ☐	
- subordinate clauses are accompanied by a main clause.	☐ ☐	**0 or 30**
Error tolerance: two errors		
2 SPELLING		
2.1 Used correct spelling.		**0 or 10**
3 GRAMMAR		
3.1 Observed rules of English grammar with regard to verb tenses, modes and persons.		**0 or 25**
Error tolerance: one error		
4 PUNCTUATION		
4.1 Observed punctuation rules.		**0 or 5**
Error tolerance: one error		

OBSERVATION			RESULT
	YES	NO	
5 **NUMBERS**			
5.1 Observed rules for writing numbers.	☐	☐	**0 or 5**
6 **USE OF CAPITALS**			
6.1 Observed rules for using capitals.	☐	☐	**0 or 5**
7 **ABBREVIATIONS**			
7.1 Observed rules for abbreviations. Error tolerance: one error for all of criterion components 5.1, 6.1, 7.1	☐	☐	**0 or 5**
8 **SUBSTITUTION OF APPROPRIATE EXPRESSIONS FOR INCORRECT ONES AND ELIMINATION OF REPETITIONS AND REDUNDANCIES**			
8.1 Substituted appropriate expressions for incorrect ones and eliminated repetitions and redundancies.	☐	☐	**0 or 15**
Minimum performance standard: 85 marks	Total:		**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column. To do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies   **CODE:** 960 044

MODULE: 4 – INFORMATION MANAGEMENT

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 044

MODULE: 4 – INFORMATION MANAGEMENT

EXPECTED BEHAVIOUR: To manage administrative information

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Prepare an inventory list of the types and series of documents.	15	—	• Application of method used • Selection of approach • Location of places for storing and using information	P
- Interpret a classification plan and a records retention schedule.	50	—	• Interpretation of a classification plan • Interpretation of a records retention schedule	P
- Classify documents.	15	50	• Application of rules of classification	P
- File documents.	15	30	• Selection of media • Order of filing	P
- Process semiactive and inactive documents.	5	20	• Observance of procedures for transferring documents	P

* P = Practical examination   Module 4
  PK = Practical knowledge examination

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 044

MODULE: 4 – INFORMATION MANAGEMENT

EXPECTED BEHAVIOUR: To manage administrative information

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Classify documents.	PT	1. Application of rules of classification	50	1.1 Correctly identified the administrative unit holding the main copy of the document.	5
				1.2 Correctly identified the subject of the document.	10
				1.3 Correctly determined the document code.	25
				1.4 Correctly determined the conservation period for the document.	10
- File documents.	PT	2. Order of filing	30	2.1 Correctly filed documents in the folders.	5
				2.2 Correctly filed folders.	25
- Process semiactive and inactive documents.	PT	3. Observance of procedures for transferring documents	20	3.1 Observed procedures for transferring documents.	20

* Evaluation strategy: process (PS) or product (PT)   Module 4

SECRETARIAL STUDIES

960 044 – INFORMATION MANAGEMENT
(MODULE 4)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to manage administrative information. More than one candidate can be evaluated simultaneously. The suggested duration is three hours.

2. Procedure

This examination is divided into three parts:

A) Classifying Documents
B) Filing Documents
C) Processing Semiactive and Inactive Documents

Part A: Classifying Documents

Each candidate will receive:

-   10 documents
-   a learning situation describing the company as well as an organizational chart, a classification plan and a records retention schedule

Candidates will be asked to determine the classification code of each document.

Candidates will be asked to justify their choice in writing by identifying the administrative unit holding the main copy of the document, the subject, the classification code and the conservation period for each document. Candidates should not be penalized more than once for a document. If the answer is not the expected one, but the classification is logical, the candidate should not be penalized.

Part B: Filing Documents

Each candidate will receive:

-   10 documents with their classification code, different from the ones found in Part A. At least 2 documents will have the same code, but will be for 2 different files.
-   10 folders or photocopies of folders
-   10 labels for the folders

Candidates will be asked to write the code and title of the folder on the label, to place the documents in the folders according to their chronological order and to classify the folders according to the order of filing. If candidates use photocopies of folders, they will be allowed to

staple the documents to the appropriate folder (photocopy). Candidates are not expected to use all the folders since two of the folders will contain two documents.

Part C: Processing Semiactive and Inactive Documents

Each candidate will receive:

- 10 documents with the classification code used in Part B
- a records retention schedule

Candidates will be asked to identify the documents that need to be transferred to the semiactive section and to fill out the transfer slip. The examiner must provide more transfer slips than there are documents to be transferred (for example, five transfer slips for two documents to be transferred).

3.   Equipment and Materials

- description of the company
- organizational chart of the company
- classification plan
- records retention schedule
- set of 10 documents for Part A
- set of 10 documents with their classification codes for Parts B and C
- 10 folders
- 10 labels
- work sheet to justify the classification codes of Part A
- work sheet to transfer documents to the semiactive section
- 5 transfer slips

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
4 – Information Management	Module code: 960 044
Candidate's name:	
School:	Permanent code: _____
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION		RESULT
	YES NO	
1 **APPLICATION OF RULES OF CLASSIFICATION**		
Note: For criterion components 1.1 to 1.4, the candidate should not be penalized more than once for the same document.		
1.1 Correctly identified the administrative unit holding the main copy of the document.		**0 or 5**
1.2 Correctly identified the subject of the document.		**0 or 10**
1.3 Correctly determined the document code.		**0 or 25**
Error tolerance: one error		
1.4 Correctly determined the conservation period of the document.		**0 or 10**
2 **ORDER OF FILING**		
2.1 Correctly filed documents within the file:		
- all documents were in the folder	☐ ☐	
- documents were filed in chronological order	☐ ☐	**0 or 5**
2.2 Correctly filed folders.		**0 or 25**
3 **OBSERVANCE OF PROCEDURES FOR TRANSFERRING DOCUMENTS**		
3.1 Observed procedures for transferring documents:		
- observed the conservation period	☐ ☐	
- correctly filled out the transfer slip	☐ ☐	
Error tolerance: one error		**0 or 20**
Minimum performance standard: 80 marks	Total:	**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column. To do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies   **CODE:** 960 056

MODULE: 5 – BASIC WORD PROCESSING

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 056

MODULE: 5 – BASIC WORD PROCESSING

EXPECTED BEHAVIOUR: To use the basic functions of word-processing software

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Format texts.	25	30	• Formatting of characters • Choice of special characters and symbols • Formatting of paragraphs • Formatting of pages	P
- Modify texts.	15	10	• Manipulation of selected text • Replacement of characters and formatting	P
- Create tables.	15	15	• Formatting of tables	P
- Merge texts with lists of data from files in the same program.	10	10	• Merging of data with standard letters	P
- Use tools to assist in writing.	5	5	• Use of tools to assist in writing	P
- Save and retrieve files.	5	—	• Use of saving procedures	P

- Manage files and folders using:
  • a word-processing program
  • an operating system
	15	10	• File and folder management	P

- Print documents.	5	5	• Selection of printing functions	P

- Make backup copies using:
  • a word-processing program
  • an operating system
	5	10	• Making of backup copies
			• Labeling of backup copies
				P

- Use the basic functions of word-processing software.	—	5	• Observance of time limit	P

* P = Practical examination
  PK = Practical knowledge examination

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 056

MODULE: 5 – BASIC WORD PROCESSING

EXPECTED BEHAVIOUR: To use the basic functions of word-processing software

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Format texts.	PT	1. Formatting of characters	30	1.1 Selected the font and size requested.	5
		2. Choice of special characters and symbols		2.1 Selected the special characters and symbols requested.	5
		3. Formatting of paragraphs		3.1 Formatted the text as requested.	10
		4. Formatting of pages		4.1 Created a header and footer as requested.	5
				4.2 Formatted the header and footer as requested.	5
- Modify texts.	PT	5. Manipulation of selected text	10	5.1 Correctly performed the function requested on the selected text.	5
		6. Replacement of characters and formatting		6.1 Replaced the characters with those proposed.	5
- Create tables	PT	7. Formatting of tables	15	7.1 Correctly formatted elements in the table.	15
- Merge texts with lists of data from files in the same program.	PT	8. Merging of data with standard letters	10	8.1 Correctly merged the standard letter and the file containing the variable data.	10
- Use tools to assist in writing.	PT	9. Use of tools to assist in writing	5	9.1 Produced texts free of spelling, grammar and typographical errors recognizable by the software.	5

* Evaluation strategy: process (PS) or product (PT)

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 056

MODULE: 5 – BASIC WORD PROCESSING

EXPECTED BEHAVIOUR: To use the basic functions of word-processing software

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Manage files and folders using: • a word-processing program • an operating system	PT	10. Creation of folders	5	10.1 Created folders as requested.	5
		11. Moving of files	5	11.1 Moved files into the appropriate folders.	5
- Print documents.	PT	12. Selection of printing functions	5	12.1 Printed the pages and the number of copies requested.	5
- Make backup copies using: • a word-processing program • an operating system	PT	13. Making of backup copies	5	13.1 Made backup copies as requested.	5
		14. Labeling of backup copies	5	14.1 Correctly labeled the backup copy.	5
- Use the basic functions of word-processing software.	PT	15. Observance of time limit	5	15.1 Performed the tasks within the prescribed time limit.	5

* Evaluation strategy: process (PS) or product (PT)   Module 5

SECRETARIAL STUDIES

960 056 – BASIC WORD PROCESSING
(MODULE 5)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to use basic functions of word-processing software. More than one candidate can be evaluated simultaneously. The suggested duration is three hours.

2. Procedure

This examination is divided into four parts:

A) Formatting and Modifying a Text
B) Merging Texts
C) Managing Files and Folders
D) Making a Backup Copy

Part A: Formatting and Modifying a Text

Each candidate will receive a diskette containing a formatted, three-page text.

Candidates will be asked to modify the text as follows:

- format characters as requested
- select special characters and symbols according to typographical rules learned
- format paragraphs and pages according to instructions
- manipulate selected text
- replace characters and format according to instructions
- use tools to assist in writing
- format a table of a minimum of three columns and five rows using the most common elements (split or merge cells, border, shading, text direction, etc.)

Part B: Merging Texts

Each candidate will receive a diskette containing:

- a standard letter
- a list of data from a file in the same software

Candidates will be asked to personalize the address and the destination of the letter and to insert a date code. Candidates will have to merge the standard letter with the data file.

Part C: Managing Files and Folders

Each candidate will receive a diskette containing 10 to 12 files.

Candidates will be asked to create folders and to move files into the appropriate folders.

Part D: Making a Backup Copy

Each candidate will receive a second diskette for the backup copy.

Candidates will be asked to make and label a backup copy.

3.   Equipment and Materials

-   microcomputer
-   word-processing program
-   spell- and grammar-checking software
-   dictionaries and grammars
-   printer
-   diskette containing 10 to 12 documents including a formatted, three-page text, a file containing data and a standard letter
-   second diskette and label for the backup file

4.   Specifics on the Examination

Candidates will be allowed to print the documents twice for Parts A and B.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
5 – Basic Word Processing	Module code: 960 056
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION	RESULT
	YES NO	
1 FORMATTING OF CHARACTERS	
1.1 Selected the font and size requested:	
- font	☐ ☐
- size	☐ ☐ **0 or 5**
2 CHOICE OF SPECIAL CHARACTERS AND SYMBOLS	
2.1 Selected the special characters and symbols requested:	
- special characters	☐ ☐
- symbols	☐ ☐ **0 or 5**
3 FORMATTING OF PARAGRAPHS	
3.1 Formatted the text as requested:	
- spacing	☐ ☐
- justification	☐ ☐
- indents	☐ ☐
- borders and shading (frame)	☐ ☐ **0 or 10**
4 FORMATTING OF PAGES	
4.1 Created a header and footer as requested.	**0 or 5**
4.2 Formatted the header and footer as requested.	**0 or 5**
5 MANIPULATION OF SELECTED TEXT	
5.1 Correctly performed the function requested on the selected text:	
- moving a block of text	☐ ☐
- copying a block of text	☐ ☐ **0 or 5**

OBSERVATION	RESULT
YES NO	
6 REPLACEMENT OF CHARACTERS AND FORMATTING	
6.1 Replaced the characters with those proposed.	**0 or 5**
7 FORMATTING OF TABLES	
7.1 Correctly formatted elements in the table:	
- minimum of three columns and five rows ☐ ☐	
- column of numbers aligned to the right ☐ ☐	
- title of columns centered and bolded ☐ ☐	**0 or 15**
8 MERGING OF DATA WITH STANDARD LETTERS	
8.1 Correctly merged the standard letter and the file containing the variable data:	
- determination of appropriate fields ☐ ☐	
- insertion of date code ☐ ☐	
- placement of merge fields in appropriate places ☐ ☐	
- successful merge ☐ ☐	**0 or 10**
9 USE OF TOOLS TO ASSIST IN WRITING	
9.1 Produced texts free of spelling, grammar and typographical errors recognizable by the software.	**0 or 5**
10 CREATION OF FOLDERS	
10.1 Created folders as requested.	**0 or 5**
11 MOVING OF FILES	
11.1 Moved files into the appropriate folders.	**0 or 5**
12 SELECTION OF PRINTING FUNCTIONS	
12.1 Printed the pages and the number of copies requested:	
- for the modified text ☐ ☐	
- for the merge ☐ ☐	**0 or 5**
13 MAKING OF BACKUP COPIES	
13.1 Made backup copies as requested.	**0 or 5**
14 LABELING OF BACKUP COPIES	
Correctly labeled the backup copy:	
- the inscription "BACKUP COPY," the name of the candidate and the current date written on the label ☐ ☐	**0 or 5**

OBSERVATION		RESULT
	YES NO	
15 OBSERVANCE OF TIME LIMIT		
15.1 Performed the tasks within the prescribed time limit.		**0 or 5**
Candidates may be given an extra 15 minutes with penalty to finish the examination.		
Minimum performance standard: 80 marks	Total:	**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column. To do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies

CODE: 960 066

MODULE: 6 – WRITING BUSINESS CORRESPONDENCE

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 066

MODULE: 6 – WRITING BUSINESS CORRESPONDENCE

EXPECTED BEHAVIOUR: To compose and format business correspondence

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Prepare the work.	5	—	• Interpretation of instructions • Assembly of all necessary documents and information	P
- Make an outline of a letter.	15	10	• Identification of main ideas • Order of presentation of ideas	P
- Write a letter.	25	35	• Observance of established outline • Writing of letter	P
- Ensure quality of text.	20	15	• Absence of errors	P
- Format pages.	30	35	• Selection of appropriate style • Formatting	P
- Prepare envelopes.	5	5	• Formatting of envelopes	P

* P = Practical examination
  PK = Practical knowledge examination

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 066

MODULE: 6 – WRITING BUSINESS CORRESPONDENCE

EXPECTED BEHAVIOUR: To compose and format business correspondence

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Make an outline of a letter.	PT	1. Identification of main ideas	5	1.1 Identified the main ideas.	5
		2. Order of presentation of ideas	5	2.1 Presented the ideas in logical order.	5
- Write a letter.	PT	3. Writing of letter	35	3.1 Included the essential components of the letter.	15
				3.2 Established the necessary links between paragraphs.	5
				3.3 Carefully chose the words and phrases.	15
- Ensure quality of text.	PT	4. Absence of errors	15	4.1 Submitted a text free of errors.	15
- Format pages.	PT	5. Formatting	35	5.1. Correctly set all the parameters.	5
				5.2. Included all the parts.	15
				5.3. Observed positioning and appearance rules.	10
				5.4. Observed rules of spacing for each part of the letter.	5
- Prepare envelopes.	PT	6. Formatting of envelope	5	6.1 Positioned all the necessary components of the address in conformity with postal standards.	5

* Evaluation strategy: process (PS) or product (PT)   Module 6

SECRETARIAL STUDIES

960 066 – WRITING BUSINESS CORRESPONDENCE
(MODULE 6)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to compose and format business correspondence. More than one candidate can be evaluated simultaneously. The suggested duration is 2 hours.

2. Procedure

In this examination, candidates will be asked to compose and format a one-page business letter on a microcomputer (request for information, reply to a request for information, acknowledgment of receipt, application for credit, claim, reply to a claim, collection of payment, invitation, reply to an invitation, congratulations).

On the basis of instructions given regarding the letter content, candidates will be asked to prepare an outline of a letter, to write a letter using this outline, to format the letter, to revise the text and to prepare the envelope.

3. Equipment and Materials

- microcomputer
- word-processing software
- spell- and grammar-checking software
- dictionaries and grammars
- printer

4. Specifics on the Examination

The use of dictionaries, grammars and spell- and grammar-checking software will be permitted. The use of reference manuals containing examples of letters will not be allowed.

Candidates will be allowed to print the letter and the envelope twice.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
6 – Writing Business Correspondence	Module code: 960 066
Candidate's name:	
School:	Permanent code: _____
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION			RESULT
	YES	NO	
1 IDENTIFICATION OF MAIN IDEAS			
1.1 Identified the main ideas.			**0 or 5**
2 ORDER OF PRESENTATION OF IDEAS			
2.1 Presented the ideas in logical order.			**0 or 5**
3 WRITING OF LETTER			
3.1 Included the essential components of the letter:			
– Presence and appropriate wording of:			
• subject line	☐	☐	
• introduction	☐	☐	
• conclusion	☐	☐	
• complimentary closing	☐	☐	
- presence of a minimum of one developmental paragraph	☐	☐	
- presence of distinct paragraphs for the body of the letter (minimum of 3)	☐	☐	**0 or 15**
Error tolerance: deviations from the outline will be allowed providing that the content remains coherent			
3.2 Established the necessary links between paragraphs:			
- presence of a links between ideas and paragraphs	☐	☐	**0 or 5**

OBSERVATION	RESULT

<table>
<tr><td colspan="2"></td><td>YES NO</td><td></td></tr>
<tr><td>3.3</td><td>Carefully chose the words and phrases:</td><td></td><td rowspan="6">0 or 15</td></tr>
<tr><td></td><td>–   use of clear and precise terms</td><td>☐ ☐</td></tr>
<tr><td></td><td>Error tolerance: one error (a word will be considered correct even if a more carefully chosen term could have been used)</td><td></td></tr>
<tr><td></td><td>-   observed syntax rules</td><td>☐ ☐</td></tr>
<tr><td></td><td>Error tolerance: one error</td><td></td></tr>
<tr><td>4</td><td>ABSENCE OF ERRORS</td><td></td></tr>
<tr><td>4.1</td><td>Submitted a letter and envelope free of errors:</td><td></td><td rowspan="8">0 or 15</td></tr>
<tr><td></td><td>-   observance of rules of:</td><td></td></tr>
<tr><td></td><td>•   grammar</td><td>☐ ☐</td></tr>
<tr><td></td><td>•   spellingù</td><td>☐ ☐</td></tr>
<tr><td></td><td>•   hyphenation</td><td>☐ ☐</td></tr>
<tr><td></td><td>•   punctuation</td><td>☐ ☐</td></tr>
<tr><td></td><td>-   free of typographical errors</td><td></td></tr>
<tr><td></td><td>Error tolerance: one error</td><td></td></tr>
<tr><td>5</td><td>FORMATTING</td><td></td><td rowspan="7">0 or 5</td></tr>
<tr><td>5.1</td><td>Correctly set all the parameters:</td><td></td></tr>
<tr><td></td><td>-   three alignments</td><td>☐ ☐</td></tr>
<tr><td></td><td>-   single-spaced text</td><td>☐ ☐</td></tr>
<tr><td></td><td>-   appropriate margins</td><td>☐ ☐</td></tr>
<tr><td></td><td>-   appropriate tabs</td><td>☐ ☐</td></tr>
<tr><td>5.2</td><td>Included all the parts according to the learning situation:</td><td></td></tr>
<tr><td></td><td>-   date</td><td>☐ ☐</td></tr>
</table>

OBSERVATION			RESULT
	YES	NO	
- mailing and special notations	☐	☐	
- address block	☐	☐	
- salutation	☐	☐	
- subject (do not penalize candidates again if they have already been penalized for 3.1)	☐	☐	
- signature block	☐	☐	
- reference initials	☐	☐	
- enclosure notation	☐	☐	**0 or 15**
5.3 Observed positioning and appearance rules:			
- exact positioning of each section	☐	☐	
- presence of bold characters, underlining or capitals at corresponding parts of the letter	☐	☐	**0 or 10**
5.4 Observed rules of spacing for each part of the letter:			
- correct spacing between parts	☐	☐	
Error tolerance: one error Note: Do not penalize candidates again if they have already been penalized for 5.2.			
- did not exceed the permissible number of printouts	☐	☐	**0 or 5**
6 FORMATTING OF ENVELOPE			
6.1 Positioned all the necessary components of the address in conformity with postal standards:			
- mailing and special notations	☐	☐	
- addressee	☐	☐	
- title	☐	☐	
- department	☐	☐	
- name of company	☐	☐	

OBSERVATION		RESULT
	YES NO	
- address	☐ ☐	
- city, province and postal code	☐ ☐	
- did not exceed the permissible number of printouts	☐ ☐	**0 or 5**
Minimum performance standard: 80 marks	Total:	**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column. To do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

_____

_____

_____

PROGRAM: Secretarial Studies   **CODE:** 960 078

MODULE: 7 – COMMON ACCOUNTING TASKS

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 078

MODULE: 7 – COMMON ACCOUNTING TASKS

EXPECTED BEHAVIOUR: To carry out common accounting tasks

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Organize the work.	30	—	• Order in which tasks are performed • Matching of vouchers with corresponding files	P
- Prepare the deposits.	5	15	• Application of deposit procedures	P
- Process the vouchers related to merchandise orders.	5	—	• Writing up of purchase orders • Evaluation of needs • Follow-up of orders	P
- Process the purchase invoices.	10	20	• Entry of invoices and payments	P
- Produce invoices.	15	20	• Preparation of invoices • Allocation to appropriate accounts and modules	P
- Manage a petty cash fund.	15	15	• Replenishment of petty cash fund	P
- Carry out payroll tasks.	10	20	• Preparation of payroll	P
- Follow up on correspondence.	10	5	• Writing of correspondence	P
- Carry out common accounting tasks.	—	5	• Entry of accounting data	P

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies　　　　　　　　　　　　　**CODE:** 960 078

MODULE: 7 – COMMON ACCOUNTING TASKS

EXPECTED BEHAVIOUR: To carry out common accounting tasks

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Prepare the deposits.	PS	1. Application of deposit procedures	15	1.1 Correctly produced the deposit slip.	10
				1.2 Correctly entered the data in the appropriate module.	5
- Process the purchase invoices.	PS	2. Entry of invoices and payments	20	2.1 Entered the invoices according to the relevant information.	10
				2.2 Correctly determined the cheque amounts according to payment conditions.	10
- Produce invoices.	PS	3. Preparation of invoices	20	3.1 Prepared the invoices according to the purchase orders.	15
				3.2 Accurately entered the data in the appropriate module.	5
- Manage a petty cash fund.	PS	4. Replenishment of petty cash fund	15	4.1 Correctly produced the petty cash record.	10
				4.2 Correctly entered the data in the appropriate module.	5
- Carry out payroll tasks.	PS	5. Preparation of payroll	20	5.1 Accurately calculated the number of hours worked.	10
				5.2 Correctly entered the data in the payroll module.	5
				5.3 Correctly printed the requested report.	5

* Evaluation strategy: process (PS) or product (PT)　　　　　　　　　　　　　　　　Module 7

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 078

MODULE: 7 – COMMON ACCOUNTING TASKS

EXPECTED BEHAVIOUR: To carry out common accounting tasks

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Follow up on correspondence.	PS	6. Writing of correspondence	5	6.1 Wrote a relevant letter including all the necessary information.	5
- Carry out common accounting tasks.	PS	7. Entry of accounting data	5	7.1 Entered text from accounting documents without errors.	5

* Evaluation strategy: process (PS) or product (PT)   Module 7

SECRETARIAL STUDIES

960 078 – COMMON ACCOUNTING TASKS
(MODULE 7)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to carry out common accounting tasks. The suggested duration is three hours.

2. Procedure

Candidates will receive a diskette containing company files created using accounting software and a booklet containing instructions on the work to be done.

Candidates will be asked to:

- prepare a deposit using a deposit slip, 4 cheques, 2 credit card sales slips and a list of cash

- enter and pay invoices using 2 invoices, one of which allows a discount, and instructions to take a discount when paying a supplier

- invoice clients using 2 purchase orders, one of which should contain an article for which the quantity has been modified

- replenish the petty cash fund using a petty cash record and 5 vouchers

- prepare payroll using 2 employee time sheets, one of which includes overtime

- write a letter based on a memo describing the purpose of the letter (for example, change in discount rate given to clients or receipt of an erroneous invoice from a supplier)

- enter data in accounting software

- print reports

3. Equipment and Materials

- microcomputer
- accounting program
- chart of accounts
- business calculator
- word-processing program
- printer

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
7 – Common Accounting Tasks	Module code: 960 078
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION		RESULT
	YES NO	
1 **APPLICATION OF DEPOSIT PROCEDURES**		
1.1 Correctly produced the deposit slip:		
- bank account number	☐ ☐	
- name of issuer of each cheque	☐ ☐	
- amount of each cheque and cash amounts	☐ ☐	
- total amount of credit card sales and deposit	☐ ☐	**0 or 10**
1.2 Correctly entered the data in the appropriate module:		
- correct date	☐ ☐	
- correct accounts	☐ ☐	
- correct amounts in appropriate columns	☐ ☐	**0 or 5**
2 **ENTRY OF INVOICES AND PAYMENTS**		
2.1 Entered the invoices according to the relevant information:		
- name of supplier	☐ ☐	
- date and number of invoice	☐ ☐	
- correct accounts	☐ ☐	
- correct amounts in appropriate columns	☐ ☐	**0 or 10**
2.2 Correctly determined the cheque amounts according to payment conditions.		**0 or 10**

OBSERVATION			RESULT
	YES	NO	
3 **PREPARATION OF INVOICES**			
3.1 Prepared the invoices according to the purchase orders:			
- name and address of client	☐	☐	
- payment terms	☐	☐	
- quantity invoiced	☐	☐	
- description	☐	☐	
- unit price	☐	☐	
- total price	☐	☐	
- taxes	☐	☐	
- total amount of invoice	☐	☐	**0 or 15**
3.2 Accurately entered the data in the appropriate module:			
- correct date	☐	☐	
- correct accounts	☐	☐	
- correct amounts in appropriate columns	☐	☐	**0 or 5**
4 **REPLENISHMENT OF PETTY CASH FUND**			
4.1 Correctly produced the petty cash fund record:			
- correct entry of all vouchers in record	☐	☐	
- correct total of each column in record	☐	☐	**0 or 10**
4.2 Correctly entered the data in the appropriate module:			
- correct date	☐	☐	
- correct accounts	☐	☐	
- correct amounts in appropriate columns	☐	☐	**0 or 5**
5 **PREPARATION OF PAYROLL**			
5.1 Accurately calculated the total number of hours worked:			

OBSERVATION		RESULT
	YES NO	
- first time sheet	☐ ☐	
- second time sheet	☐ ☐	**0 or 10**
5.2 Correctly entered the data in the payroll module:		
- first time sheet	☐ ☐	
- second time sheet	☐ ☐	**0 or 5**
5.3 Correctly printed the requested report.		**0 or 5**
6 WRITING OF CORRESPONDENCE		
6.1 Wrote a relevant letter including all the necessary information.		**0 or 5**
7 ENTRY OF ACCOUNTING DATA		
7.1 Entered text from accounting documents without errors. Error tolerance: one error		**0 or 5**
Minimum performance standard: 80 marks Total:		**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column. To do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies   **CODE:** 960 082

MODULE: 8 – DATABASE SOFTWARE

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies **CODE:** 960 082

MODULE: 8 – DATABASE SOFTWARE

EXPECTED BEHAVIOUR: To use database software

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Input data.	10	10	• Input of data	P
- Modify data.	5	15	• Modification of data	P
- Organize data.	15	15	• Order of records	P
- Extract data.	20	15	• Selection of records	P
- Format data.	25	25	• Selection of fields • Formatting of data	P
- Produce labels.	10	10	• Formatting of labels	P
- Export data.	5	—	• Presence of export file	P
- Make backup copies of data.	5	5	• Backup of data	P
- Use database software.	5	5	• Observance of time limit	P

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 082

MODULE: 8 – DATABASE SOFTWARE

EXPECTED BEHAVIOUR: To use database software

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Input data.	PT	1. Input of data	10	1.1 Accurately entered the data.	10
- Modify data.	PT	2. Modification of data	15	2.1 Accurately modified the data.	15
- Organize data.	PT	3. Order of records	15	3.1 Obtained the requested sequence.	15
- Extract data.	PT	4. Selection of records	15	4.1 Extracted the requested records.	15
- Format data.	PT	5. Selection of fields	10	5.1 Presented fields as requested.	10
		6. Formatting of data	15	6.1 Formatted the data as requested.	15
- Produce labels.	PT	7. Formatting of label	10	7.1 Selected the appropriate size. 7.2 Positioned all the sections of the address according to postal standards.	5 5
- Make backup copies of data.	PT	8. Backup of data	5	8.1 Correctly produced the backup copy of the data.	5
- Use database software.	PT	9. Observance of time limit	5	9.1 Performed the tasks within the prescribed time limit.	5

SECRETARIAL STUDIES

960 082 – DATABASE SOFTWARE
(MODULE 8)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

This practical examination consists in evaluating candidates' ability to use database software. More than one candidate can be evaluated simultaneously. The suggested duration is 2 1/2 hours.

2. Procedure

This examination is divided into two parts:

Part A: Inputting and Modifying Data

Each candidate will receive a database containing two tables.

Candidates will be asked to enter five new records, to modify previously saved data, to delete a record and to insert a column.

Part B: Formatting Data and Making a Backup Copy

Each candidate will receive a second diskette to make the backup copy.

Candidates will be asked to format the data entered after having organized and extracted the data. Candidates will also be required to produce labels, make a backup copy of the database and label it. Data will be organized in at least two fields, including an index priority. Two criteria will be used for the extraction of data. The report will correspond to the printed model given. Labels will be produced from this database.

3. Equipment and Materials

- microcomputer
- database
- printer
- diskette containing a database which includes two tables
- diskette with a label for the backup copy
- model of report

4. Specifics on the Examination

Candidates will be allowed to print the documents twice.

PERFORMANCE EVALUATION FORM	
SECRETARIAL STUDIES	Program code: 5712
8 – Database Software	Module code: 960 082
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION	RESULT
	YES NO	
1 INPUT OF DATA	
1.1 Accurately entered the data.	**0 or 10**
2 MODIFICATION OF DATA	
2.1 Accurately modified the data:	
- modified previously saved data without errors ☐ ☐	
- correctly deleted a record ☐ ☐	
- correctly inserted a new column ☐ ☐	**0 or 15**
3 ORDER OF RECORDS	
3.1 Obtained the requested sequence.	**0 or 15**
4 SELECTION OF RECORDS	
4.1 Extracted the requested records.	**0 or 15**
5 SELECTION OF FIELDS	
5.1 Presented fields as requested.	**0 or 10**
6 FORMATTING OF DATA	
6.1 Formatted the data as requested:	
- accuracy of titles and subtitles ☐ ☐	
- header ☐ ☐	
- footer ☐ ☐	**0 or 15**

OBSERVATION	RESULT
YES NO	
7.1 Selected the appropriate size.	**0 or 5**
7.2 Positioned all the sections of the address according to postal standards.	**0 or 5**
8 BACKUP OF DATA	
8.1 Correctly produced the backup copy of the data.	**0 or 5**
9 OBSERVANCE OF TIME LIMIT	
9.1 Performed the tasks within the prescribed time limit. Candidates may be given an extra 15 minutes with penalty to finish the examination.	**0 or 5**
Minimum performance standard: 80 marks Total:	**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

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_____

PROGRAM: Secretarial Studies

CODE: 960 091

MODULE: 9 – QUALITY

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PARTICIPATION EVALUATION FORM

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 091

MODULE: 9 – QUALITY

EXPECTED OUTCOME: To understand and identify with various management approaches to quality

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
PHASE 1: LEARNING ABOUT QUALITY	50	50	
- Learning about how quality principles are applied in manufacturing and service companies.			• Participate in the information activities.
- Examining the personal attitudes and behaviours which promote quality.			• Identify the attitudes and behaviours which promote the achievement of quality.
- Learning about the impact of an office employee's work on quality.			• Participate in the information activities.
PHASE 2: ANALYZING A COMPANY'S LEVEL OF QUALITY AND PROPOSING MEANS TO IMPROVE IT	30	30	
- Comparing, on the basis of case studies, various business management methods and identifying the companies that promote quality.			• Participate in analyzing the level of quality attained by various companies.
- Identifying the aspects that a company should improve and developing a quality improvement plan.			• Participate in analyzing the level of quality attained by various companies.
PHASE 3: EVALUATING THEIR ABILITY TO DEVELOP IN A SETTING COMMITTED TO QUALITY	20	20	
- Reflecting on their ability to adopt attitudes which are compatible with quality management.			• Evaluate their ability to develop in a setting committed to quality.

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 091

MODULE: 9 – QUALITY

EXPECTED OUTCOME: To understand and identify with various management approaches to quality

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
- Identifying, on the basis of their personal experience, the attitudes and behaviours that are obstacles to achieving quality.			
- Establishing the objectives and means which could help them improve their productivity.			• List the aspects of their attitudes and behaviours that could be improved.
- Examining how the work done within this module could affect the way they work.			• Prepare a plan of action containing their objectives and the means to attain them.

TABLE OF SPECIFICATIONS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 091

MODULE: 9 – QUALITY

EXPECTED OUTCOME: To understand and identify with various management approaches to quality

PARTICIPATION INDICATORS	WGT. %	CRITERION COMPONENTS	EVAL. %
PHASE 1: 1. Participate in the information activities.	15	1.1 Take notes on the information related to quality: principles, conditions conducive to quality and means used to promote quality.	15
2. Identify the attitudes and behaviours which promote quality.	35	2.1 Identify the attitudes and behaviours which promote the achievement of quality.	5
		2.2 Indicate how the quality approach affects an office employee's work.	10
		2.3 Prepare a report on their meeting with a business representative.	20
PHASE 2: 3. Participate in analyzing the level of quality attained by various companies.	30	3.1 List the strengths and weaknesses of various companies with respect to quality.	15
		3.2 List the aspects that a company should improve.	15
PHASE 3: 4. Sum up their ability to adopt attitudes compatible with quality management.	20	4.1 Sum up their ability to adopt attitudes compatible with quality management such as commitment, thoroughness, initiative, creativity and team spirit.	10
		4.2 Prepare a plan of action containing their objectives and the means to attain them.	

SECRETARIAL STUDIES

960 091 - QUALITY
(MODULE 9)

INFORMATION ON THE EVALUATION

Evaluation of the candidates' participation will be based on information gathered at certain times during the learning activities. However, a definitive evaluation by criterion component should be done only at the end of the corresponding phase in the learning situation.

The evaluation should not focus on the accuracy of candidates' perceptions or opinions, but rather on whether they have based their perceptions or opinions on arguments or examples.

PHASE 1: LEARNING ABOUT QUALITY

1. Participate in the information activities.

During this activity, it is important to clearly indicate the type of information that the candidates must gather. Regardless of the medium and conventions used to record the information, the evaluation should not focus on the accuracy, quality or presentation of the information, but rather on the candidates' efforts to compile sufficient pertinent information on the topics to be covered.

2. Identify the attitudes and behaviours which promote the achievement of quality.

Candidates will be required to identify the attitudes and behaviours that promote the achievement of quality, and to indicate the advantages of the quality approach as well as its impact on an office employee's work.

A meeting with a business representative should be organized. Candidates will have to prepare the questions they wish to ask and write a report on the meeting.

PHASE 2: ANALYZING A COMPANY'S LEVEL OF QUALITY AND PROPOSING MEANS TO IMPROVE IT

3. Participate in analyzing the level of quality attained by various companies.

On the basis of case studies, candidates will be required to list the strengths and weaknesses of various companies with respect to quality as well as the aspects that a company should improve.

PHASE 3: EVALUATING THEIR ABILITY TO DEVELOP IN A SETTING
COMMITTED TO QUALITY

4. Evaluate their ability to develop in a setting committed to quality.

Candidates will be required to sum up their ability to adopt attitudes compatible with quality management by indicating the objectives and the means to attain them in their plan of action.

PARTICIPATION EVALUATION FORM

SECRETARIAL STUDIES   Program code: 5712

9- Quality   Module code: 960 091

Candidate's name:

School: Permanent code:

Date of examination: RESULT: PASS   FAIL

Examiner's signature: ☐   ☐

PARTICIPATION INDICATORS	MARK	
	YES	NO
PHASE 1: LEARNING ABOUT QUALITY		
1 PARTICIPATE IN THE INFORMATION ACTIVITIES RELATED TO QUALITY.		
1.1 Take notes on the information related to quality such as:	☐	☐
- Principles		
- conditions conducive to quality		
- means used to promote quality		
2 IDENTIFY THE ATTITUDES AND BEHAVIOURS WHICH PROMOTE QUALITY.		
2.1 Identify the attitudes and behaviours which promote the achievement of quality.	☐	☐
2.2 Indicate how the quality approach affects an office employee's work.	☐	☐
2.3 Prepare a report on their meeting with a business representative.	☐	☐
PHASE 2: ANALYZING A COMPANY'S LEVEL OF QUALITY AND PROPOSING MEANS TO IMPROVE IT		
3 PARTICIPATE IN ANALYZING THE LEVEL OF QUALITY ATTAINED BY VARIOUS COMPANIES.		
3.1 List the strengths and weaknesses of various companies with respect to quality.	☐	☐
3.2 List the aspects that a company should improve.	☐	☐

PARTICIPATION INDICATORS	MARK	
	YES	NO

PHASE 3: EVALUATING THEIR ABILITY TO DEVELOP IN A SETTING COMMITTED TO QUALITY
 	
4   EVALUATE THEIR ABILITY TO DEVELOP IN A SETTING COMMITTED TO QUALITY.
 	
4.1   Sum up their ability to adopt attitudes compatible with quality management such as:
 	
    -   commitment
 	
    -   thoroughness
 	
    -   initiative
 	
    -   creativity
 	
    -   team spirit
 	
4.2   Prepare a plan of action containing their objectives and the means to attain them.
	☐
	
	☐
		☐
		
		☐

Minimum performance standard: 5 out of 8 elements, including 2.3		

Comments:

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_____

PROGRAM: Secretarial Studies   **CODE:** 960 104

MODULE: 10 – PERIODIC ACCOUNTING TASKS

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 104

MODULE: 10 – PERIODIC ACCOUNTING TASKS

EXPECTED BEHAVIOUR: To carry out periodic accounting tasks

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Organize the work.	5	—	• Selection of files • Arrangement of files in order of priority	P
- Carry out a bank reconciliation.	20	20	• Preparation of a bank reconciliation statement	P
- Produce reports.	10	—	• Production of reports	P
- Carry out end-of-period procedures.	20	25	• Observance of end-of-period procedures • Production of end-of-period reports	P
- Fill out required forms.	20	25	• Preparation of remittances for organizations	P
- Modify parameters in the modules of the accounting application.	10	15	• Modification of parameters	P
- Follow up a budget.	10	15	• Production of a comparative report	P
- Follow up on correspondence.	5	—	• Writing of correspondence	P

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 104

MODULE: 10 – PERIODIC ACCOUNTING TASKS

EXPECTED BEHAVIOUR: To carry out periodic accounting tasks

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Carry out a bank reconciliation.	PS	1. Preparation of a bank reconciliation statement	20	1.1 Correctly prepared the bank reconciliation statement.	15
				1.2 Accurately recorded the entry in the appropriate module.	5
- Carry out end-of-period procedures.	PS	2. Observance of end-of-period procedures	25	2.1 Accurately recorded the correcting entries in the appropriate module.	10
				2.2 Accurately recorded the adjusting entries in the appropriate module.	5
				2.3 Correctly produced end-of-period reports.	10
- Fill out required forms.	PS	3. Preparation of remittances for organizations	25	3.1 Used the appropriate data.	5
				3.2 Correctly completed the forms.	10
				3.3 Accurately recorded the entry in the appropriate module.	10

* Evaluation strategy: process (PS) or product (PT)   Module 10

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 104

MODULE: 10 – PERIODIC ACCOUNTING TASKS

EXPECTED BEHAVIOUR: To carry out periodic accounting tasks

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Modify parameters in the modules of the accounting application.	PS	4. Modification of parameters	15	4.1 Accurately modified the module parameters.	15
- Follow up a budget.	PS	5. Production of a comparative report	15	5.1 Accurately calculated the variances.	10
				5.2 Prepared a report identifying the significant variances.	5

* Evaluation strategy: process (PS) or product (PT)   Module 10

PROGRAM: Secretarial Studies   **CODE:** 960 112

MODULE: 11 – COMMUNICATION

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 112

MODULE: 11 – COMMUNICATION

EXPECTED OUTCOME: To communicate in an office setting

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
PHASE 1: THE GENERAL PRINCIPLES OF COMMUNICATION	30	40	
- Learning about the elements involved in the communication process.			• Consult the sources of information made available to them.
- Listing the obstacles to effective communication.			• Consult the sources of information made available to them.
- Learning about the factors promoting effective communication.			• Consult the sources of information made available to them.
- Learning about nonverbal communication.			• Consult the sources of information made available to them.
- Examining, on the basis of their personal and professional experience, the way they communicate by recognizing their style of communication as well as their strengths and weaknesses.			• Examine the way they communicate.
PHASE 2: TEAMWORK	30	20	
- Learning about how work teams function.			• Participate in information activities.
- Observing how work teams function and how good communication affects the way people adapt to change.			• Identify the factors that help people adapt to change.
- Learning about the main steps involved in solving problems as a group.			• Participate in information activities.
- Trying out creative work techniques as a group.			• Agree to try out various techniques that promote teamwork.

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 112

MODULE: 11 – COMMUNICATION

EXPECTED OUTCOME: To communicate in an office setting

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS

PHASE 3: APPLICATION OF COMMUNICATION TECHNIQUES IN VARIOUS WORK SITUATIONS
- Participating in normal and difficult role-play situations that involve colleagues, superiors and clients in which they must:
  • transmit information
  • receive information
  • consult on certain matters
  • give their opinion on certain matters
	30	20	• Participate in role-playing.

PHASE 4: EVALUATION OF THEIR COMMUNICATION TECHNIQUES - Assessing their personal strengths and weaknesses with regard to the way they communicate with colleagues, superiors and clients. - Assessing the skills they acquired in this module. - Indicating the steps they could take to improve the way they communicate.	10	20	• Assess the way they communicate. • Assess the way they communicate. • Assess the way they communicate.

TABLE OF SPECIFICATIONS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies **CODE:** 960 112

MODULE: 11 – COMMUNICATION

EXPECTED OUTCOME: To communicate in an office setting

PARTICIPATION INDICATORS	WGT. %	CRITERION COMPONENTS	EVAL. %
PHASE 1:			
1. Consult the sources of information made available to them.	30	1.1 Take notes on the elements involved in the communication process, the obstacles to effective communication, the characteristics of nonverbal communication and the factors promoting effective communication.	30
2. Examine the way they communicate.	10	2.1 Determine their style of communication as well as their strengths and weaknesses.	10
PHASE 2:			
3. Agree to try out various techniques that promote teamwork.	20	3.1 Identify, following observation and experimentation in role-playing, the main steps involved in using a team approach to problem-solving.	10
		3.2 Identify the factors that help people adapt to change.	10
PHASE 3:			
4. Participate in the role-playing.	20	4.1 Play the various roles in the teams.	10
		4.2 Apply communication techniques to various situations.	5
		4.3 Identify the elements involved in applying communication techniques in the situations observed.	5
PHASE 4:			
5. Assess the way they communicate.	20	5.1 Indicate the impact of the module on the way they communicate.	20

PROGRAM: Secretarial Studies   **CODE:** 960 122

MODULE: 12 – TELECOMMUNICATION TOOLS

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 122

MODULE: 12 – TELECOMMUNICATION TOOLS

EXPECTED BEHAVIOUR: To use telecommunication tools

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Transmit information by: • Courier • E-mail • fax or fax modem	40	30	• Observance of procedure for accessing the system • Identification of user • Inclusion of all elements of the message • Inclusion of attachments • Selection of addressees • Observance of procedure for sending information • Processing of messages • Observance of procedure for terminating the communication	P
- Receive information by: • Courier • E-mail • fax or fax modem	30	30	• Observance of procedure for accessing the system • Identification of user • Observance of procedure for receiving information • Retrieval of attachments • Management of information • Observance of procedure for terminating the communication	P
- Search for information • in an internal network • in an external network	30	40	• Observance of procedure for accessing the system • Identification of user • Use of a search engine • Relevance of search criteria • Selection of relevant documents • Observance of procedure for downloading files • Management of information • Observance of procedure for terminating the communication	P

* P = Practical examination

  PK = Practical knowledge examination

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 122

MODULE: 12 – TELECOMMUNICATION TOOLS

EXPECTED BEHAVIOUR: To use telecommunication tools

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
Transmit information by: • courier • E-mail • fax of fax modem	PS	1. Transmission of information by E-mail	30	1.1 Transmitted the message to the correct addressees by E-mail.	10
				1.2 Included all the elements of the message.	10
				1.3 Included all the necessary attachments.	10
Receive information by: • courier • E-mail • fax of fax modem	PS	2. Receipt of information by E-mail.	30	2.1 Correctly retrieved the message.	10
				2.2 Correctly retrieved the message.	10
				2.3 Appropriately managed the information.	10
Search for information: • in an internal network • in an external network	PS	3. Use of search criteria in an external network	40	3.1 Used the appropriate search criteria.	10
		4. Selection of information		4.1 Selected the relevant information.	10

* Evaluation strategy: process (PS) or product (PT)   Module 12

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 122

MODULE: 12 – TELECOMMUNICATION TOOLS

EXPECTED BEHAVIOUR: To use telecommunication tools

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
		5. Downloading of files		5.1 Correctly downloaded the files.	10
				5.2 Appropriately managed the information.	10

* Evaluation strategy: process (PS) or product (PT)   Module 12

SECRETARIAL STUDIES

960 122 – TELECOMMUNICATION TOOLS
(MODULE 12)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to use telecommunication tools. More than one candidate can be evaluated simultaneously, depending on the materials and equipment available. The suggested duration is two hours.

2. Procedure

This examination is divided into three parts:

A) Transmitting information by E-mail

B) Receiving information by E-mail

C) Searching for information on the Internet

Part A: Transmitting Information by E-mail

Candidates must E-mail information in accordance with written instructions regarding the addressees and the documents to be sent.

Candidates will be asked to:

- write a message
- send the message to the appropriate addressees along with attachments

Part B: Receiving Information by E-mail

Candidates must retrieve mail from an E-mail box in accordance with written instructions on where the attachments should be saved. Candidates must decompress the files they receive and save them on a diskette if the files are small enough to be stored in this way.

Candidates will be asked to:

- apply the procedure for receiving mail
- download attachments
- decompress files
- save files on a diskette

Part C: Searching for Information on the Internet

In accordance with instructions, candidates must find information on the Internet using a Net browser (e.g. Netscape or Internet Explorer) or a search engine (e.g. Copernic) and the appropriate keywords.

Candidates will be asked to:

- access a search tool
- enter preliminary search criteria
- select the sites where they are most likely to find the required information
- download files
- save these files on a diskette
- end their Internet session using the appropriate procedure

The examiner will provide candidates with a search form on which they are to write the search criteria they have used. The examiner will then assess the appropriateness of these search criteria. For instance, candidates could receive the search form during Part B of the examination and then print it when they are ready to start Part C of the examination.

3.   Equipment and Materials

- microcomputer
- Internet access
- mail program
- Net browser (e.g. Netscape or Internet Explorer)
- compression software (e.g. WinZip)
- search engine (e.g. Copernic)
- printer
- diskette to save files
- search form

4.   Specifics on the Examination

Candidates will be allowed to print the documents twice.

5   Special Instructions for this Examination

- Assign each candidate a user name and an E-mail box.

- Provide the examiner with an internal and external (e.g. Hotmail or Mon Courrier) E-mail address where messages can be sent.

- Make sure that the files have been properly downloaded onto each candidate's computer.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
12 – Telecommunication Tools	Module code: 960 122
Candidate's name:	
School:	Permanent code: _____
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION		RESULT
	YES NO	
1 TRANSMISSION OF INFORMATION BY E-MAIL		
1.1 Transmitted the message to the appropriate addressees.		**0 or 10**
1.2 Included all the elements of the message		
- subject	☐ ☐	
- text	☐ ☐	
- mention of attachments	☐ ☐	**0 or 10**
1.3 Included all the necessary attachments		**0 or 10**
2 RECEIPT OF INFORMATION BY E-MAIL		
2.1 Correctly retrieved the message.		**0 or 10**
2.2 Correctly retrieved the attachments.		**0 or 10**
2.3 Appropriately managed the information.		
- file decompressed	☐ ☐	**0 or 10**
- file save on diskette or hard disk	☐ ☐	
3 SEARCH FOR INFORMATION ON THE INTERNET		
3.1 Used the appropriate search criteria.		**0 or 10**
3.2 Selected the relevant information.		**0 or 10**

*

OBSERVATION	RESULT
YES NO	
3.3 Downloaded the files.	**0 or 10**
3.4 Appropriately managed the information (saved on diskette).	**0 or 10**
Minimum performance standard: 80 marks **Totall:**	**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

*

PROGRAM: Secretarial Studies

CODE: 960 135

MODULE: 13 – BILINGUAL COMMUNICATION

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 135

MODULE: 13 – BILINGUAL COMMUNICATION

EXPECTED BEHAVIOUR: To handle bilingual communications in an office setting

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Greet visitors.	45	30	• Observance of proper etiquette in French and English • Interpretation of the inquiry • Response to the inquiry	P
- Receive and transfer telephone calls.	35	40	• Application of procedures for handling telephone calls in English • Application of procedures for handling telephone calls in French • Transmission of message received • Recording of messages for an answering machine or voice mail	P
- Make telephone calls.	20	30	• Application of procedures for making telephone calls in English • Application of procedures for making telephone calls in French • Message	P

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 135

MODULE: 13 – BILINGUAL COMMUNICATION

EXPECTED BEHAVIOUR: To handle bilingual communications in an office setting

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Greet visitors.	PS	1. Observance of proper etiquette in English and French	20	1.1 Observed proper etiquette in English.	10
				1.2 Observed proper etiquette in French.	10
		2. Response to the inquiry	10	2.1 Gave an appropriate response to the request in English.	5
				2.2 Gave an appropriate response to the request in French.	5
- Receive and transfer telephone calls.	PS	3. Application of procedures for handling telephone calls in French	20	3.1 Used proper telephone etiquette.	10
				3.2 Correctly interpreted the request.	5
				3.3 Correctly pronounced the words.	5
		4. Transmission of message received	10	4.1 Clearly transmitted all elements of the message.	10
		5. Recording of messages for an answering machine or voice mail in English and French	10	5.1 Prepared a clear, concise message.	10
- Make telephone calls.	PS	6. Application of procedures for making telephone calls in English	15	6.1 Used proper telephone etiquette.	15
		7. Message	15	7.1 Clearly explained the reasons for the call.	15

* Evaluation strategy: process (PS) or product (PT)   Module 13

PROGRAM: Secretarial Studies   **CODE:** 960 146

MODULE: 14 – BUSINESS CORRESPONDENCE PRODUCTION

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies **CODE:** 960 146

MODULE: 14 – BUSINESS CORRESPONDENCE PRODUCTION

EXPECTED BEHAVIOUR: To produce and receive business correspondence

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Plan the work to be done.	5	—	• Interpretation of instructions • Gathering of all required documents and information	P
- Write letters.	35	25	• Inclusion of main ideas • Order of ideas • Linking of paragraphs • Achievement of purpose • Relevance of wording	P
- Ensure the quality of text.	15	20	• Absence of errors	P
- Format the text. .	10	25	• Formatting • Merging of data	P
- File the correspondence	5	5	• Determination of the code in accordance with the filing system	P
- Send out the correspondence.	15	15	• Preparation of items • Preparation of envelopes • Choice of means of sending out correspondence • Estimation of cost of sending correspondence	P
- Receive and process correspondence.	15	10	• Application of procedure for receiving and following up correspondence	P

* P = Practical examination
PK = Practical knowledge examination

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 146

MODULE: 14 – BUSINESS CORRESPONDENCE PRODUCTION

EXPECTED BEHAVIOUR: To produce and receive business correspondence

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Write letters.	PT	1. Writing of text	25	1.1 Included the essential elements and placed them in a logical order.	10
				1.2 Carefully chose the words and phrases.	15
- Ensure the quality of text.	PT	2. Absence of errors	20	2.1 Submitted the letter and envelope free of errors.	20
- Format the text.	PT	3. Formatting	15	3.1 Formatted the text according to instructions and conventions.	15
		4. Merging of data	10	4.1 Correctly merged the data file.	10
- File the correspondence.	PT	5. Determination of the code in accordance with the filing system	5	5.1 Determined the appropriate classification code.	5
- Send out the correspondence.	PT	6. Processing of the correspondence to be sent out	15	6.1 Accurately estimated the cost of sending correspondence according to the most appropriate means.	15
- Receive and process correspondence.		7. Processing of the correspondence received	10	7.1 Correctly determined the code in accordance with the filing system.	10

* Evaluation strategy: process (PS) or product (PT)   Module 14

PROGRAM: Secretarial Studies

CODE: 960 154

MODULE: 15 – SPREADSHEETS

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies **CODE:** 960 154

MODULE: 15 – SPREADSHEETS

EXPECTED BEHAVIOUR: To use the basic functions of spreadsheet software

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Create spreadsheets.	15	—	• Size and type of cells • Presence of all elements of the spreadsheet • Absence of keyboarding errors	P
- Save and retrieve spreadsheets.	5	—	• Presence of saved files on the diskette	P
- Modify spreadsheets.	15	25	• Quality of modifications	P
- Move and copy cells.	5	5	• Manipulation of cell ranges	P
- Perform simple calculations using operators and built-in functions.	20	15	• Selection of operators • Use of built-in functions • Results	P
- Perform a multi-sheet operation.	10	15	• Use of multi-sheet operation and built-in commands	P
- Create graphs.	15	20	• Graphic representation of data	P
- Print data and graphs.	5	10	• Printing of data and graphs	P
- Import and export files.	5	10	• Quality of importing and exporting	P
- Make backup copies of the spreadsheet.	5	—	• Making of backup copies	P

* P = Practical examination
  PK = Practical knowledge examination

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 154

MODULE: 15 – SPREADSHEETS

EXPECTED BEHAVIOUR: To use the basic functions of spreadsheet software

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Modify spreadsheets.	PS	1. Quality of modifications	25	1.1 Correctly modified the type of cell display.	10
				1.2 Correctly modified the number of rows and columns.	5
				1.3 Deleted data as per instructions.	5
				1.4 Made the changes without any keyboarding errors.	5
- Move and copy cells.	PS	2. Manipulation of cell ranges	5	2.1 Correctly applied the functions requested.	5
- Perform simple calculations using operators and built-in functions.	PS	3. Use of built-in functions	15	3.1 Used the correct functions.	10
				3.2 Selected the correct data.	5
- Perform a multi-sheet operation.	PS	4. Use of multi-sheet operation and built-in commands	15	4.1 Extracted the requested data.	5
				4.2 Entered in the formulas the appropriate addresses from another spreadsheet.	10
- Create graphs.	PS	5. Graphic representation of data	20	5.1 Accurately defined the cell range required to produce the graph.	10
				5.2 Formatted the type of graph requested.	10
- Print data and graphs.	PS	6. Printing format of data and graphs	10	6.1 Used the formatting options for the spreadsheets as per instructions.	10

* Evaluation strategy: process (PS) or product (PT)

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 154

MODULE: 15 – SPREADSHEETS

EXPECTED BEHAVIOUR: To use the basic functions of spreadsheet software

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Import and export files.	PS	7. Quality of importing and exporting	10	7.1 Created the export file requested. 7.2 Imported the requested file.	5 5

* Evaluation strategy: process (PS) or product (PT)   Module 15

SECRETARIAL STUDIES

960 154 – SPREADSHEETS
(MODULE 15)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to use the basic functions of spreadsheet software. The suggested duration is three hours.

2. Procedure

Each candidate will receive a working diskette containing spreadsheets and a database as well as a guidebook including instructions on the work to be done.

Candidates will be asked to :

-   modify spreadsheets according to instructions specifying the use of at least ten functions; these include moving and copying cell ranges and adding data
-   perform simple calculations using operators and built-in functions according to instructions, specifying the use of at least five functions (minimum, maximum, average, sum, count)
-   perform a multi-sheet operation using addresses from other spreadsheets in the formulas
-   use built-in functions (search a database)
-   create a graph based on a file containing the data to be represented in graphic form and according to instructions regarding the presentation
-   print the data and graph in accordance with formatting instructions
-   use file management functions by importing a previously saved file from database software and by exporting a previously saved file to word-processing software

3. Equipment and Materials

-   microcomputer
-   spreadsheet software
-   word-processing software
-   printer
-   working diskette containing files

4. Specifics on the Examination

At the end of the examination, candidates will have to submit a printout showing the modifications to the files in question, a printout pertaining to the use of cells in other spreadsheets and a printout of the graph. The part on simple operations using built-in functions and the part on importing and exporting files will be evaluated directly on the working diskette.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
15 – Spreadsheets	Module code: 960 154
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION			RESULT
	YES	NO	
1 QUALITY OF MODIFICATIONS			
1.1 Correctly modified the type of cell display:			
- financial functions	☐	☐	
- statistical functions	☐	☐	
- alignment of data	☐	☐	**0 or 10**
1.2 Correctly modified the number of rows and columns:			
- deleted a column	☐	☐	
- inserted a row	☐	☐	**0 or 5**
1.3 Deleted data as per instructions:			
- deleted data	☐	☐	
- inserted a row	☐	☐	**0 or 5**
1.4 Made the changes without any keyboarding errors			**0 or 5**
2 MANIPULATION OF CELL RANGES			
2.1 Correctly applied the functions requested:			
- copy	☐	☐	
- move	☐	☐	**0 or 5**

OBSERVATION			RESULT
	YES	NO	
3 USE OF BUILT-IN FUNCTIONS			
3.1 Used the correct functions:			
- sum	☐	☐	
- average	☐	☐	
- count	☐	☐	
- minimum	☐	☐	
- maximum	☐	☐	**0 or 10**
3.2 Selected the correct data			**0 or 5**
4 MULTI-SHEET OPERATION AND BUILT-IN COMMANDS			
4.1 Extracted the requested data:			
- filter (search a database)	☐	☐	**0 or 5**
4.2 Entered in the formulas the appropriate addresses from another spreadsheet.			**0 or 10**
5 GRAPHIC REPRESENTATION OF DATA			
5.1 Accurately defined the cell range required to produce the graph.			**0 or 10**
5.2 Formatted the type of graph requested:			
- type of graph	☐	☐	
- title of graph	☐	☐	
- labelled the x-axis	☐	☐	
- labelled the y-axis	☐	☐	
- legend	☐	☐	**0 or 10**
6 PRINTING OF DATA AND GRAPHS			
6.1 Used the formatting options for the spreadsheets as per instructions:			
- header and footer	☐	☐	

OBSERVATION			RESULT
		YES NO	
- page centred horizontally		☐ ☐	
- landscape orientation		☐ ☐	**0 or 10**
7 **QUALITY OF IMPORTING AND EXPORTING**			
7.1 Created the export file requested			**0 or 5**
7.2 Imported the requested file			**0 or 5**
Minimum performance standard: 80 marks	Total:		**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies   **CODE:**   960 162

MODULE: 16 – TIME MANAGEMENT

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PARTICIPATION EVALUATION FORM

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 162

MODULE: 16 – TIME MANAGEMENT

EXPECTED OUTCOME: To manage their time

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
PHASE 1: INFORMATION ON THE PRINCIPLES OF TIME MANAGEMENT	20	15	
- Learning about the value of time.			• Gather information.
- Learning about the behaviours and factors responsible for the difficulties encountered in managing their time.			• Gather information.
- Learning about methods and traditional and electronic tools useful for managing their time efficiently.			• Participate in information activities.
- Considering the advantages to be gained from the skill of managing their time more efficiently.			• Understand the advantages of efficient time management.
PHASE 2: EXAMINATION OF THEIR PRESENT USE OF TIME	20	15	
- Making a list of their main personal activities.			• Make a list of their main personal activities.
- Evaluating these activities in terms of profitability or satisfaction, considering the time and energy devoted to them.			
- Considering their ability to become proficient in using their time.			• Assess their ability to become proficient in using their time.

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 162

MODULE: 16 – TIME MANAGEMENT

EXPECTED OUTCOME: To manage their time

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
PHASE 3: EXAMINATION OF THE USE OF TIME AMONG SECRETARIAL PERSONNEL	20	25	
- Making a list of the principal secretarial work activities.			• Make a list of the principal secretarial work activities.
- Becoming aware of time-consuming activities and their effect on time planning.			• Make a list of activities that are obstacles to good planning.
- Discussing the main obstacles encountered in performing activities and relevant measures to take to overcome them.			• Participate in discussions.
PHASE 4: FAMILIARIZATION WITH THE METHODS AND TOOLS OF TIME MANAGEMENT	20	25	
- Determining priorities for professional activities.			• Participate in activities.
- Determining the activities that can be performed by others.			• Participate in activities.
- Planning activities using time-management tools.			• Plan activities using time-management tools.
PHASE 5: ASSIMILATION OF METHODS OF TIME MANAGEMENT	20	20	
- Considering their ability to evaluate the importance of a situation.			

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 162

MODULE: 16 – TIME MANAGEMENT

EXPECTED OUTCOME: To manage their time

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
- Recognizing the extent and limits of their responsibilities. - Making a summary of their strong and weak points concerning their ability to manage their time. - Determining the methods that would allow them to manage their time more efficiently. - Considering how the ideas encountered in this module may affect the practice of their occupation in the job market.			• Write up a summary of their strong and weak points concerning their ability to manage their time. • Propose realistic methods of managing their time more efficiently.

TABLE OF SPECIFICATIONS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 162

MODULE: 16 – TIME MANAGEMENT

EXPECTED OUTCOME: To manage their time

PARTICIPATION INDICATORS	WGT. %	CRITERION COMPONENTS	EVAL. %
PHASE 1:	15		
1. Gather information.		1.1 Gather information on the following topics: - elements of a time-management method - behaviours and factors responsible for the difficulties encountered in managing their time - methods and tools useful for managing their time efficiently	10
2. Understand the advantages of efficient time management.		2.1 Provide the teacher with notes indicating the advantages of efficient time management.	5
PHASE 2:	15		
3. Make a list of their main personal activities.		3.1 Provide the teacher with a list of their main personal activities: - studies - family - sports and hobbies - sleep and rest	5
4. Assess their ability to become proficient in using their time.		4.1 Make a summary of their strong and weak points concerning their ability to manage their time.	10

TABLE OF SPECIFICATIONS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 162

MODULE: 16 – TIME MANAGEMENT

EXPECTED OUTCOME: To manage their time

PARTICIPATION INDICATORS	WGT. %	CRITERION COMPONENTS	EVAL. %
PHASE 3:	25		
5. Make a list of the principal secretarial work activities.		5.1 Make a list of the principal secretarial work activities.	10
6. Make a list of activities that are obstacles to good planning.		6.1 Make a list of time-consuming activities that are obstacles to good planning.	5
7. Participate in discussions.		7.1 Participate in analyzing a case study.	10
PHASE 4:	25		
8. Make a list of their professional activities in order of priority.		8.1 Determine priorities according to a time-management method.	10
9. Make a list of activities that can be delegated to others.		9.1 Determine the tasks to be delegated.	5
10. Plan activities using time-management tools.		10.1 Help plan activities using time-management tools.	10
PHASE 5:	20		
11. Make a summary of their strong and weak points concerning their ability to manage their time.		11.1 Indicate their strong and weak points.	10
12. Establish an action plan outlining their objectives and the means to attain them.		12.1 Produce a list of objectives and realistic methods for managing their time more efficiently.	10

SECRETARIAL STUDIES

960 162 – TIME MANAGEMENT
(MODULE 16)

INFORMATION ON THE EVALUATION

Evaluation of the candidates' participation will be based on information gathered at certain times during the learning activities. However, a definitive evaluation by criterion component should be done only at the end of the corresponding phase in the learning situation.

The evaluation should not focus on the accuracy of candidates' perceptions or opinions, but rather on whether they have based their perceptions or opinions on arguments or examples.

PHASE 1: INFORMATION ON THE PRINCIPLES OF TIME MANAGEMENT

1. Participate in information activities.

During this activity, it is important to clearly indicate the type of information that the candidates must gather. Regardless of the medium and conventions used to record the information, the evaluation should not focus on the accuracy, quality or presentation of the information, but rather on the candidates' efforts to compile sufficient pertinent information on the topics to be covered and to organize it so that it can be used subsequently.

2. Understand the advantages of efficient time management.

Candidates will be expected to identify the advantages of efficient time management and their effect on an office employee's work.

PHASE 2: EXAMINATION OF THEIR PRESENT USE OF TIME

3. Make a list of their main personal activities.

It is important to clearly indicate the type of information that the candidates must list. Regardless of the medium and conventions used to record the information, the evaluation should not focus on the accuracy, quality or presentation of the information, but rather on the candidates' efforts to compile sufficient pertinent information on the topics to be covered and to organize it so that it can be used subsequently.

4. Assess their ability to become proficient in using their time.

In their report assessing their ability to become proficient in using their time, candidates must show the connections between at least two strong points and two weak points and their personal aptitudes for time management. At this stage, candidates' perceptions need not be objective or rigorously accurate. The evaluation should not focus on how well the report was written. Instead of requiring a written report, the instructor could even prepare a questionnaire and have students fill it out (it should not, however, take the form of a practical knowledge examination). Candidates must have made an effort to include the elements requested.

PHASE 3: EXAMINATION OF THE USE OF TIME AMONG SECRETARIAL PERSONNEL

5. Make a list of the principal secretarial work activities.

Candidates will be expected to identify the activities regularly performed in an office setting.

6. Identify the activities that are obstacles to good planning.

Candidates will be expected to identify time-consuming activities that are obstacles to good planning.

7. Participate in discussions.

For each case study, candidates will be required to identify three ways in which an office employee wastes time.

Candidates must propose suitable alternatives to each time-consuming activity identified in the case studies.

The group meeting should be prepared and conducted so that all candidates have the opportunity to express their views.

PHASE 4: FAMILIARIZATION WITH THE METHODS AND TOOLS OF TIME-MANAGEMENT

Candidates will be presented with a situation that involves applying the time-management process when planning professional activities.

8. Make a list of their professional activities in order of priority.

Candidates will be required to plan the activities outlined in the situation. This involves:

- prioritizing activities
- classifying activities according to the required performance level
- budgeting one's time

9. Make a list of activities that can be delegated to others.

Candidates must choose the activities that will be delegated in the situation. They will then have to identify the people able to perform the delegated tasks.

10. Plan activities using time-management tools.

Using a conventional agenda or time-management software, candidates must record the activities outlined in the situation.

PHASE 5:   ASSIMILATION OF METHODS OF TIME MANAGEMENT

11. Make a summary of their strong and weak points concerning their ability to manage their time.

Candidates will be expected to make a summary of their strong and weak points concerning their ability to manage their time.

12. Establish an action plan outlining their objectives and the means to attain them.

Given the previously identified strengths and weaknesses, candidates will be expected to establish an action plan outlining at least two objectives and the means to attain them.

PARTICIPATION CHECKLIST

SECRETARIAL STUDIES   Program code: 5712

16- Time Management   Module code: 960 162

Candidate's name:

School: _____   Permanent code: _____

Date of examination: _____   RESULT: PASS   FAIL

Examiner's signature: _____   ☐   ☐

PARTICIPATION INDICATORS	MARK	
	YES	NO
PHASE 1: INFORMATION ON THE PRINCIPLES OF TIME MANAGEMENT		
1 GATHER INFORMATION ON THE MAJORITY OF THE SUBJECTS.		
1.1 Gather information on the following topics:	☐	☐

-   elements of a time-management method
   -   behaviours and factors responsible for the difficulties encountered in managing their time
   - methods and tools useful for managing their time efficiently		

2 UNDERSTAND THE ADVANTAGES OF EFFICIENT TIME MANAGEMENT.		
2.1 List at least three advantages of efficient time management and their effect on an office employee's work	☐	☐
PHASE 2: EXAMINATION OF THEIR PRESENT USE OF TIME		
3 MAKE A LIST OF THEIR MAIN PERSONAL ACTIVITIES.		
3.1 Provide the teacher with a list of their main personal activities:	☐	☐

-   studies
   -   family
   -   sports and hobbies
   - sleep and rest		

PARTICIPATION INDICATORS	MARK	
	YES	NO

4   ASSESS THEIR ABILITY TO BECOME PROFICIENT IN USING THEIR TIME.

4.1   Make a summary of their strong and weak points   ☐   ☐

PHASE 3: EXAMINATION OF THE USE OF TIME AMONG SECRETARIAL PERSONNEL

5   MAKE A LIST OF THE PRINCIPAL SECRETARIAL WORK ACTIVITIES.

5.1   Make a list of at least 10 principal secretarial work activities   ☐   ☐

6   MAKE A LIST OF ACTIVITIES THAT ARE OBSTACLES TO GOOD PLANNING.

6.1   Make a list of at least four time-consuming activities that are obstacles to good planning.   ☐   ☐

7   PARTICIPATE IN DISCUSSIONS.

7.1   Participate in analyzing a case study by determining: ☐   ☐

- three time-consuming activities
- three alternatives to these activities

PHASE 4: FAMILIARIZATION WITH THE METHODS AND TOOLS OF TIME MANAGEMENT

8   MAKE A LIST OF THEIR PROFESSIONAL ACTIVITIES IN ORDER OF PRIORITY.

8.1   Determine priorities according to a time-management method   ☐   ☐

- prioritizing activities
- classify activities according to the required performance level
- budgeting one's time

PARTICIPATION INDICATORS	MARK	
	YES	NO
9 MAKE A LIST OF ACTIVITIES THAT CAN BE DELEGATED TO OTHERS.		
9.1 Determine the tasks to be delegated: - indication of at least three activities to be delegated - indication of the person who will perform the task in question	☐	☐
10 PLAN ACTIVITIES USING TIME-MANAGEMENT TOOLS		
10.1 Help plan activities using time-management tools: - indication of all the activities in the appropriate column - free time set aside for unexpected events - postponement of unaccomplished tasks	☐	☐
PHASE 5: ASSIMILATION OF METHODS OF TIME MANAGEMENT		
11 MAKE A SUMMARY OF THEIR STRONG AND WEAK POINTS CONCERNING THEIR ABILITY TO MANAGE THEIR TIME.		
11.1 Present a report including at least two strong points and a weak point concerning their ability to manage their time.	☐	☐
12 ESTABLISH AN ACTION PLAN OUTLINING THEIR OBJECTIVES AND THE MEANS TO ATTAIN THEM.		
12.1 Produce a list of at least two objectives and realistic methods for managing their time more efficiently.	☐	☐
Minimum performance standard: 9 out of 12 elements, including 4.1, 7.1, 10.1 and 12.1		

Modules:

_____

_____

_____

PROGRAM: Secretarial Studies **CODE:** 960 176

MODULE: 17 – BUSINESS CORRESPONDENCE IN FRENCH

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 176

MODULE: 17 – BUSINESS CORRESPONDENCE IN FRENCH

EXPECTED BEHAVIOUR: To produce business correspondence in French

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Organize the work to be done.	5	—	• Correct interpretation of instructions • Gathering of all required documents and information	P
- Write an outline for a letter.	10	10	• Inclusion of main ideas • Logical order of ideas	P
- Write the text of a letter.	35	35	• Observance of outline • Use of links between paragraphs • Achievement of purpose • Correct wording	P
- Revise the text of a letter.	30	15	• Revision of texts	P
- Format the text.	10	30	• Observance of formatting rules	P
- File the correspondence.	5	5	• Determination of the purpose of each document • Determination of the code in accordance with the filing system	P
- Address envelopes.	5	5	• Observance of formatting rules. • Inclusion of all parts	P

* P = Practical examination
  PK = Practical knowledge examination

Module 17

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 176

MODULE: 17 – BUSINESS CORRESPONDANCE IN FRENCH

EXPECTED BEHAVIOUR: To produce business correspondence in French

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
Write an outline for a letter.	PT	1. Inclusion of main ideas	5	1.1 Identified the main ideas.	5
		2. Order in which ideas are presented	5	2.1 Arranged the ideas in a logical order.	5
Write the text of a letter.	PT	3. Achievement of purpose	15	3.1 Included the essential components of the letter.	15
		4. Use of links between paragraphs	5	4.1 Established the necessary links between paragraphs.	5
		5. Wording	15	5.1 Chose the appropriate words and phrases.	15
Revise the text of a letter.	PT	6. Absence of errors	15	6.1 Submitted a letter and an envelope free of grammatical and spelling mistakes.	10
				6.2 Submitted a letter and an envelope free of hyphenation, punctuation or typographical errors.	5
Format the text.	PT	7. Formatting rules	30	7.1 Correctly set all the parameters.	5
				7.2 Included all the required sections.	10
				7.3 Observed positioning and appearance rules.	10

* Evaluation strategy: process (PS) or product (PT)   Module 17

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 176

MODULE: 17 – BUSINESS CORRESPONDANCE IN FRENCH

EXPECTED BEHAVIOUR: To produce business correspondence in French

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
				7.3 Observed rules for spacing between each section of the letter.	5
File the correspondence.	PT	8. Determination of the code in accordance with the filing system	5	8.1 Established the appropriate classification code.	5
Address envelopes.	PT	9. Formatting of the envelope	5	9.1 Positioned all the necessary parts of the address in accordance with postal standards.	5

*   Evaluation strategy: process (PS) or product (PT)   Module 17

SECRETARIAL STUDIES

960 176 – BUSINESS CORRESPONDENCE IN FRENCH
(MODULE 17)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to produce business correspondence in French. More than one candidate can be evaluated simultaneously. The suggested duration is three hours.

2. Procedure

In this examination, candidates must use a microcomputer to write and format a two-page business letter in French (request for information, answer to inquiry, acknowledgment of receipt, claim and response to a claim, form letter, letter with table, letter with a vertical list, invitation).

As per instructions, candidates must prepare an outline of a letter using a microcomputer, write the letter using this outline, format the letter, revise the text, assign it a classification code and prepare the envelope. Instructions should call for an enclosure.

3. Equipment and Materials

- microcomputer
- word-processing software
- spell- and grammar-checking software
- English/French dictionary and grammar guide
- reference manuals
- printer
- filing system

4. Specifics on the Examination

Candidates are allowed to use English/French dictionaries, grammar guides as well as spell- and grammar-checking software. The use of reference manuals containing examples of different types of letters will be permitted, but the use of class notes and learning guides is forbidden.

Candidates will be allowed to print the letter and envelope twice.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
17 – Business Correspondence in French	Module code: 960 176
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION		RESULT
	YES NO	
1 INCLUSION OF MAIN IDEAS		
1.1 Identified the main ideas		**0 or 5**
2 ORDER IN WHICH IDEAS ARE PRESENTED		
2.1 Arranged the ideas in a logical order		**0 or 5**
3 ACHIEVEMENT OF PURPOSE		
3.1 Included the essential components of the letter:		
- presence and correct wording of:		
• introduction	☐ ☐	
• conclusion	☐ ☐	
- relevance of subject	☐ ☐	
- one or more paragraphs in the body of the letter	☐ ☐	
- minimum of three distinct paragraphs in the letter	☐ ☐	**0 or 15**
Error tolerance: deviations from the outline will be allowed providing that the content remains complete and coherent.		
4 USE OF LINKS BETWEEN PARAGRAPHS		
4.1 Established the necessary links between paragraphs:		
- logical links between ideas and paragraphs	☐ ☐	**0 or 5**

OBSERVATION			RESULT
	YES	NO	
5 WORDING			
5.1 Chose the appropriate words and phrases:			
- use of clear and precise terms	☐	☐	
Error tolerance: one error (a word will be considered correct even if a more carefully chosen term could have been used)			
- correct syntax	☐	☐	**0 or 15**
Error tolerance: one error			
6 CORRECTION OF TEXTS			
6.1 Submitted a letter and an envelope free of errors:			
- observance of rules of:			
• grammar	☐	☐	
• spelling	☐	☐	**0 or 10**
Error tolerance: one error			
6.2 Submitted a letter and envelope free of errors:			
- observance of rules of :			
• hyphenation	☐	☐	
• punctuation	☐	☐	
- absence of typographical errors	☐	☐	**0 or 5**
7 FORMATTING			
7.1 Correctly set all the parameters:			
- alignment	☐	☐	
- punctuation (other then within the text)	☐	☐	
- single-spaced text	☐	☐	**0 or 5**
-			

OBSERVATION	RESULT

<table>
<tr><td></td><td></td><td>YES</td><td>NO</td><td></td></tr>
</table>

7.2   Included all the sections according to the given situation:

- date ☐ ☐

- mailing and special notations ☐ ☐

- address block ☐ ☐

- references ☐ ☐

- subject (do not penalize candidates twice if already done in 3.1) ☐ ☐

- salutation (appel en français) ☐ ☐

- complimentary closing (formule de courtoisie en français) ☐ ☐

- signature block ☐ ☐

- reference initials ☐ ☐

enclosure notation ☐ ☐   **0 or 10**

7.3   Observed positioning and appearance rules:

- exact positioning of each section ☐ ☐

- use of bold characters, underlining or capitals, where applicable, in the
  different sections of the letter ☐ ☐   **0 or 10**

7.4   Observed rules for spacing between each section of the letter

- correct spacing between sections ☐ ☐

Error tolerance: one error

- did not exceed the permissible number of printouts ☐ ☐   **0 or 5**

**8   DETERMINATION OF CODE IN ACCORDANCE WITH FILING
SYSTEM**

8.1   Established the appropriate classification code   **0 or 5**

9   FORMATTING OF THE ENVELOPE

9.1   Positioned all the necessary parts of the address in accordance with postal
standards and the requirements of the situation:

OBSERVATION		RESULT
	YES NO	
- mailing and special notations	☐ ☐	
- addressee	☐ ☐	
- title	☐ ☐	
- department	☐ ☐	
- name of company	☐ ☐	
- address	☐ ☐	
- city, province and postal code	☐ ☐	
Error tolerance: one error		
- did not exceed the permissible number of printouts	☐ ☐	**0 or 5**
Minimum performance standard: 75 marks Total:		**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies

CODE: 960 182

MODULE: 18 – LABOUR LAWS

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 182

MODULE: 18 – LABOUR LAWS

EXPECTED BEHAVIOUR: To handle requests regarding labour laws

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Interpret requests.	40	—	• Identification of the important elements of a situation • Identification of laws applicable to a situation	P
- Give information to persons making requests.	30	45	• Selection of information • Quality of communication	P
- Gather the information to be submitted with the claims.	10	10	• Collection of information	P
- Prepare the claim documents.	10	45	• Identification of information pertinent to the claim • Preparation of claim documents • Spelling	P
- Follow up the claims.	10	—	• Preparation or addition of required documents • Observance of deadlines • Classification of files • Quality of communication	P

* P = Practical examination
   PK = Practical knowledge examination

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 182

MODULE: 18 – LABOUR LAWS

EXPECTED BEHAVIOUR: To handle requests regarding labour laws

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Give information to persons making requests.	PT	1. Selection of information	45	1.1 Determined the appropriate course of action.	15
				1.2 Determined the procedures to be followed.	15
				1.3 Identified the deadlines to be met.	15
- Gather the information to be submitted with the claims.	PT	2. Collection of information	10	2.1 Determined the information and source documents to be included in the file.	10
- Prepare the claim documents.	PT	3. Preparation of claim documents	35	3.1 Accurately completed the forms.	20
				3.2 Prepared an appropriate claim letter.	15
		4. Spelling	10	4.1 Used correct spelling and grammar.	10

* Evaluation strategy: process (PS) or product (PT)   Module 18

SECRETARIAL STUDIES

960 182 – LABOUR LAWS
(MODULE 18)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to handle requests regarding labour laws. More than one candidate can be evaluated simultaneously. The suggested duration is two hours.

2. Procedure

In this examination candidates will be required to:

- determine the information to be given to persons making requests
- gather information to be submitted with the claims
- prepare the claim documents

Each candidate will be provided with three different hypothetical situations and the related forms, as well as relevant information.

Each situation will focus on one of the following aspects of law:

- labour standards
- human rights and freedoms
- access to documents held by public bodies and the protection of personal information
- employment insurance
- individual contracts, collective agreements
- occupational health and safety
- consumer-related contracts

A question booklet will be provided for each of the three situations, allowing candidates to formulate responses in terms of the criterion components indicated.

3. Equipment and Materials

- microcomputer
- word-processing software
- Internet access
- navigation software (Netscape or Internet Explorer, for example)
- printer
- calculator
- dictionaries and grammar guides
- spell- and grammar-checking software
- claim forms related to various laws and regulations
- brochures and pamphlets pertaining to the law

4. Specifics on the Examination

The use of reference manuals containing examples of different types of letters will not be permitted.

Candidates will be allowed to print the documents twice.

PERFORMANCE EVALUATION FORM

<table>
<tr><td>SECRETARIAL STUDIES</td><td>Program code:</td><td>5712</td></tr>
<tr><td>18 – Labour Laws</td><td>Module code:</td><td>960 182</td></tr>
<tr><td>Candidate's name:</td><td></td><td></td></tr>
<tr><td>School:</td><td>Permanent code:</td><td></td></tr>
<tr><td>Date of examination:</td><td>RESULT:</td><td>PASS   FAIL</td></tr>
<tr><td>Examiner's signature:</td><td></td><td>☐   ☐</td></tr>
</table>

OBSERVATION		RESULT
	YES NO	
1 SELECTION OF INFORMATION		
First hypothetical situation		
1.1 Determined the appropriate course of action (law).	☐ ☐	
1.2 Determined the procedures to be followed.	☐ ☐	
1.3 Identified the deadlines to be met.	☐ ☐	**0 or 15**
Second hypothetical situation		
1.1 Determined the appropriate course of action (law).	☐ ☐	
1.2 Determined the procedures to be followed.	☐ ☐	
1.3 Identified the deadlines to be met.	☐ ☐	**0 or 15**
Third hypothetical situation		
1.1 Determined the appropriate course of action (law).	☐ ☐	
1.2 Determined the procedures to be followed.	☐ ☐	
1.3 Identified the deadlines to be met.	☐ ☐	**0 or 15**
2 COLLECTION OF INFORMATION		
2.1 Determined the information and source documents to be included in the file.		**0 or 10**
3 PREPARATION OF CLAIM DOCUMENTS		
3.1 Accurately completed the forms.		**0 or 20**
Error tolerance: one error that does not have a major impact on the file		
3.2 Prepared an appropriate claim letter for the situation:		
- date	☐ ☐	
- mailing and special notations	☐ ☐	

OBSERVATION	RESULT
	YES NO	
- address block	☐ ☐	
- salutation	☐ ☐	
- references	☐ ☐	
- relevance of the subject	☐ ☐	
- signature block	☐ ☐	
- enclosure notation	☐ ☐	
- inclusion of all relevant information	☐ ☐	**0 or 15**
4 PREPARATION OF CLAIM DOCUMENTS		
4.1 Used correct spelling and grammar.		
- observed rules of:		
• grammar	☐ ☐	
• spelling	☐ ☐	
• hyphenation	☐ ☐	
• punctuation	☐ ☐	
- absence of typographical errors	☐ ☐	**0 or 10**
Error tolerance: one error for the entire set of documents		
Minimum performance standard: 75 marks Total:		**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

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_____

PROGRAM: Secretarial Studies   **CODE:** 960 194

MODULE: 19 – TRANSLATION INTO FRENCH

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 194

MODULE: 19 – TRANSLATION INTO FRENCH

EXPECTED BEHAVIOUR: To translate business correspondence into French

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Organize the work to be done.	5	—	• Correct interpretation of instructions • Gathering of all required documents and information required for the translation	P
- Clarify the contents of source texts.	15	—	• Clarification of elements not understood • Correct interpretation of main ideas and secondary ideas	P
- Express texts in French.	40	30	• Inclusion of main ideas and secondary ideas • Order in which ideas are presented	P
- Ensure the quality of the translation.	30	50	• Syntax • Use of links between paragraphs • Use of idiomatic expressions • Use of spell- and grammar-checking software • Translation faithful to original text	P
- Format the text.	10	20	• Choice of style appropriate to content • Formatting	P

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 194

MODULE: 19 – TRANSLATION INTO FRENCH

EXPECTED BEHAVIOUR: To translate business correspondence into French

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Express texts in French.	PT	1. Main ideas and secondary ideas	20	1.1 Accurately translated the main ideas and the secondary ideas.	20
		2. Order in which ideas are presented	10	2.1 Arranged ideas in a logical order.	10
- Ensure the quality of the translation.	PT	3. Syntax	15	3.1 Used correct syntax.	15
		4. Use of links between paragraphs	10	4.1 Used appropriate links between paragraphs.	10
		5. Use of idiomatic expressions	10	5.1 Used appropriate idiomatic expressions.	10
		6. Absence of errors	15	6.1 Submitted a document free of grammatical and spelling mistakes.	10
				6.2 Submitted a document free of hyphenation, punctuation and typographical errors.	5
- Format the text.		7. Formatting	20	7.1 Correctly set all parameters.	5
				7.2 Included all the required sections.	5
				7.3 Observed positioning and appearance rules.	5
				7.4 Observed rules for spacing between sections of the letter.	5

* Evaluation strategy: process (PS) or product (PT)

SECRETARIAL STUDIES

960 194 – TRANSLATION INTO FRENCH
(MODULE 19)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to translate business correspondence into French. More than one candidate can be evaluated simultaneously. The suggested duration is three hours.

2. Procedure

In this examination, candidates will be required to translate and format a business letter in French, using a microcomputer.

3. Equipment and Materials

- microcomputer
- word-processing software
- spell- and grammar-checking software
- English/French dictionaries
- grammar guides
- reference manuals
- printer

4. Specifics on the Examination

The use of dictionaries, grammar guides as well as spell- and grammar-checking software is permitted. The use of reference manuals containing examples of different types of letters will be permitted, but the use of class notes and learning guides is forbidden.

Candidates will be allowed to print the letter twice.

5. Special Instructions for This Examination

Candidates must render the content of the English letter idiomatically and not merely provide a literal translation.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
19 – Translation into French	Module code: 960 194
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION	RESULT
YES NO	
1 MAIN IDEAS AND SECONDARY IDEAS	
1.1 Identified the main ideas and the secondary ideas.	**0 or 20**
2 ORDER IN WHICH IDEAS ARE PRESENTED	
2.1 Arranged ideas in a logical order.	**0 or 10**
3 SYNTAX	
3.1 Used correct syntax.	**0 or 15**
Error tolerance: one error	
4 USE OF LINKS BETWEEN PARAGRAPHS	
4.1 Used appropriate links between paragraphs.	**0 or 10**
5 USE OF IDIOMATIC EXPRESSIONS	
5.1 Used the appropriate idiomatic expressions.	**0 or 10**
Error tolerance: one error	
6 ABSENCE OF ERRORS	
6.1 Submitted a document free of:	
- grammatical errors ☐ ☐	
- spelling mistakes ☐ ☐	
Error tolerance: one error ☐ ☐	**0 or 10**

OBSERVATION	RESULT
	YES NO	

6.2 Submitted a document free of errors:

   - observed rules of:

     • hyphenation

     • punctuation

   - absence of typographical errors

Error tolerance: one error

                                              0 or 5

7 FORMATTING

7.1 Correctly set all parameters:

   - alignment   ☐ ☐

   - punctuation   ☐ ☐

   - single-spaced text   ☐ ☐

   - appropriate margins   ☐ ☐   **0 or 5**

7.2 Included all the required sections:

   - date

   - mailing and special notations according to the situation

   - address block

   - references

   - subject

   - salutation (appel en français)

   - complimentary closing (formule de courtoisie en français)

   - signature block

   - reference initials   **0 or 5**

7.3 Observed positioning and appearance rules

   - exact positioning of each section   ☐ ☐

   - use of bold characters, underlining or capitals, where applicable, in the different sections of the letter   ☐ ☐   **0 or 5**

OBSERVATION			RESULT
	YES	NO	
7.4 Observed rules for spacing between sections of the letter			
- number of spaces required between sections	☐	☐	
Error tolerance: one error			
- did not exceed the permissible number of printouts	☐	☐	**0 or 5**
Minimum performance standard: 70 marks	Total:		**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies **CODE:** 960 204

MODULE: 20 – ADVANCED WORD PROCESSING

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 204

MODULE: 20 – ADVANCED WORD PROCESSING

EXPECTED BEHAVIOUR: To use the advanced functions of word-processing software

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Produce personalized documents.	10	25	• Merging of data with standard documents	P
- Produce forms and input data.	15	—	• Creation of forms • Entry of data	P
- Sort text and data.	5	10	• Sorting of text and data	P
- Adapt the software to specific needs.	5	—	• Configuration of hardware used • Adjustment of default settings	P
- Input text in column form.	5	10	• Creation of columns • Entry of text	P
- Use automatic numbering and create text banks.	15	20	• Use of automatic numbering • Creation of text banks	P
- Automate frequent tasks by means of macros and toolbars.	10	10	• Creation of macros	P
- Produce lists, indexes and tables of contents.	10	10	• Generation of lists, indexes and tables of contents	P
- Do calculations in tables.	5	—	• Insertion of worksheets from a spreadsheet	P

* P = Practical examination   Module 20
PK = Practical knowledge examination

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 204

MODULE: 20 – ADVANCED WORD PROCESSING

EXPECTED BEHAVIOUR: To use the advanced functions of word-processing software

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Export and import files.	10	10	• Importing of files • Exporting of files	P
- Use document templates.	10	—	• Use of document templates	P
- Use the advanced functions of word-processing software.	—	5	• Observance of time limit	P

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 204

MODULE: 20 – ADVANCED WORD PROCESSING

EXPECTED BEHAVIOUR: To use the advanced functions of word-processing software

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Produce personalized documents.	PT	1. Merging of data with standard documents	25	1.1 Correctly modified the data source.	5
				1.2 Inserted the data in the appropriate places.	10
				1.3 Merged the standard document with the file containing the data.	10
- Sort text and data.	PT	2. Selection of records	10	2.1 Selected the necessary records.	10
- Input text in column form.	PT	3. Creation of columns	10	3.1 Correctly created the columns.	10
- Use automatic numbering and create text banks.	PT	4. Use of automatic numbering	20	4.1 Established the appropriate automatic numbering.	10
				4.2 Correctly inserted the footnotes.	10
- Automate frequent tasks by means of macros and toolbars.		5. Creation of macros	10	5.1 Created the appropriate macro for the task in question and linked it to a button on the toolbar.	10
- Produce lists, indexes and tables of contents.	PT	6. Generation of lists, indexes and tables of contents	10	6.1 Correctly produced the table of contents.	10
- Export and import files.	PT	7. Insertion of worksheets from a spreadsheet	10	7.1 Correctly inserted a worksheet from a spreadsheet.	10

* Evaluation strategy: process (PS) or product (PT)

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 204

MODULE: 20 – ADVANCED WORD PROCESSING

EXPECTED BEHAVIOUR: To use the advanced functions of word-processing software

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Use the advanced functions of word-processing software.	PT	8. Observance of time limit	5	8.1 Performed the tasks within the prescribed time limit.	5

* Evaluation strategy: process (PS) or product (PT)   Module 20

SECRETARIAL STUDIES

960 204 – ADVANCED WORD PROCESSING
(MODULE 20)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to use the advanced functions of word-processing software. More than one candidate can be evaluated simultaneously. The suggested duration is three hours.

2. Procedure

This examination is divided into three parts:

A) Merging of Texts
B) Formatting and Modifying a Text
C) Creating a Macro Linked to a Toolbar Button

Part A: Merging of Texts

Each candidate will receive:

- a file containing a two-page text to be personalized
- a file containing a list of data with approximately 20 records

Candidates will be asked to:

- modify the data source
- personalize the standard document by inserting the merge codes in the appropriate place
- merge the standard document with the data file
- print the letters according to instructions

Part B: Formatting and Modifying a Text

Each candidate will receive a diskette containing a text at least three pages long.

Candidates will be required to perform the following tasks:

- format text in column form (for a section of the document only)
- number paragraphs automatically
- insert footnotes
- produce a table of contents
- import a worksheet from a spreadsheet

Part C: Creating a Macro Linked to a Toolbar Button

Candidates will be required to create a simple macro linked to a button on a toolbar. The macro will correspond to the task to be performed.

3. Equipment and Materials

-   microcomputer
-   word-processing software
-   spell- and grammar-checking software
-   printer
-   a diskette containing 4 files including a text at least three pages long, a data file containing 20 records, a standard letter to be personalized and a spreadsheet containing a worksheet.

4. **Specifics on the Examination**

Candidates will be allowed two printouts for parts A and B.

For part C, the examiner will need to go to the candidate's microcomputer to ensure that the new button appears on the toolbar.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
20 – Advanced Word Processing	Module code: 960 204
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION	RESULT
YES NO	
1 MERGING OF DATA WITH STANDARD DOCUMENTS	
1.1 Correctly modified the data source.	**0 or 5**
1.2 Correctly inserted the data in the appropriate places.	**0 or 10**
1.3 Correctly merged the standard document with the file containing the data.	**0 or 10**
2 SELECTION OF RECORDS	
2.1 Selected the necessary records.	**0 or 10**
3 CREATION OF COLUMNS	
3.1 Correctly created the columns:	
- two columns of different widths ☐ ☐	
- equal distribution of text in columns ☐ ☐	
- for the section of the text to be set in columns ☐ ☐	
- dividing line between columns ☐ ☐	**0 or 10**
4 USE OF AUTOMATIC NUMBERING	
4.1 Established the appropriate automatic numbering.	**0 or 10**
4.2 Correctly inserted the footnotes.	**0 or 10**
5 CREATION OF MACROS	
5.1 Created the appropriate macro for the task in question and linked it to a button on the toolbar.	**0 or 10**
6 GENERATION OF LISTS, INDEXES AND TABLES OF CONTENTS	
6.1 Correctly produced the table of contents.	**0 or 10**

OBSERVATION	RESULT
YES NO	
7 **INSERTION OF A WORKSHEET FROM A SPREADSHEET** 7.1 Correctly inserted a worksheet from a spreadsheet.	**0 or 10**
8 **OBSERVANCE OF TIME LIMIT** 8.1 Performed the tasks within the prescribed time limit. Candidates may be given an extra 15 minutes with penalty.	**0 or 5**
Minimum performance standard: 80 marks Total:	**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies   **CODE:** 960 214

MODULE: 21 – DESKTOP PUBLISHING

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 214

MODULE: 21 – DESKTOP PUBLISHING

EXPECTED BEHAVIOUR: To design visual format of a document

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Plan the visual format of a document.	10	—	• Planning of document	P
- Determine the appearance of titles, subtitles, key-words and normal text.	10	15	• Appearance of document	P
- Determine the content and the appearance of headers and footer.	10	—	• Production of headers and footers	P
- Create styles.	10	10	• Inclusion of all the elements	P
- Divide a text onto several pages.	10	15	• Formatting of texts	P
- Create shaded areas.	10	15	• Choice of shading • Choice of types of lines	P
- Insert graphics.	15	15	• Creation of graphics	P
- Design cover pages.	15	10	• Creation of cover pages	P
- Format an entire document.	10	15	• Balanced layout • Appearance of layout • Creativity	P
- Design the visual format of a document.	—	5	• Observance of time limit	P

* P = Practical examination
  PK = Practical knowledge examination

Module 21

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 214

MODULE: 21 – DESKTOP PUBLISHING

EXPECTED BEHAVIOUR: To design the visual format of a document

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Determine the appearance of titles, subtitles, keywords and normal text.	PT	1. Appearance of document	15	1.1 Selected the appropriate fonts.	5
				1.2 Correctly proportioned the type sizes.	5
				1.3 Used spacing proportionate to type size between sections of text.	5
- Create styles.	PT	2. Inclusion of all the elements	10	2.1 Inserted all the necessary elements.	10
- Divide a text onto several pages.	PT	3. Formatting of texts	15	3.1 Divided up the text according to the required formats.	10
				3.2 Inserted page breaks in the appropriate places.	5
- Create shade areas.		4. Choice of shading	10	4.1 Correctly chose the shading.	10
		5. Choice of types of lines	5	5.1 Correctly chose the types of lines.	5
- Insert graphics.	PT	6. Creation of graphics	15	6.1 Inserted the appropriate graphics.	15
- Design cover pages.	PT	7. Creation of cover pages	10	7.1 Correctly formatted the elements of the cover page.	10
- Format an entire document.	PT	8. Balanced layout	10	8.1 Created a balanced layout.	10

* Evaluation strategy: process (PS) or product (PT)

Module 21

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 214

MODULE: 21 – DESKTOP PUBLISHING

EXPECTED BEHAVIOUR: To design the visual format of a document

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Design the visual format of a document.	PT	9. Appearance of layout	5	9.1 Formatted the document appropriately given its nature and content.	5
		10. Observance of time limit	5	10.1 Performed tasks within the prescribed time limit.	5

*   Evaluation strategy: process (PS) or product (PT)   Module 21

SECRETARIAL STUDIES

960 214 – DESKTOP PUBLISHING
(MODULE 21)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to design the visual format of a document. More than one candidate can be evaluated simultaneously. The suggested duration is three hours.

2. Procedure

In this examination, candidates will be required to design the visual format of a document such as a brochure, an advertising circular, a magazine article or a newsletter. Candidates should not be asked to produce a report, since this task will be covered in the *Document Production* module.

Each candidate will receive:

- a file containing an unformatted document approximately five pages long
- a printout of this document; this text will contain formatting instructions

Candidates will be asked to design and format a document using desktop publishing concepts. Two graphics must be inserted:

- one will be imported from a graphics library and must be modified and inserted in a paragraph
- a printed copy of the other will be scanned and separated from the text

3. Equipment and Materials

- microcomputer
- scanner and scanning software
- word-processing software
- spell- and grammar-checking software
- black and white laser printer or ink jet colour printer
- diskette containing an unformatted document approximately five pages long

4. Specifics on the Examination

Candidates will be allowed two printouts.

5. Special Instructions for this Examination

The examiner will give:

- precise instructions regarding the presentation (format and type of document, title, objective of the message) and the work to be done (use of annotations in the document)

-       other instructions allowing candidates to decide how to use the basic formatting rules (choice of font for titles and subtitles); candidates must also choose two of the following functions: drop caps, special text effects (*WordArt* or *TextArt*), drawing, watermark, kerning for titles

In item 7 of the evaluation form, *cover page* refers to the first page of the document.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
21 – Desktop Publishing	Module code: 960 214
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION			RESULT
	YES	NO	
1 **APPEARANCE OF DOCUMENT**			
1.1 Selected the appropriate fonts:			
- sanserif fonts for titles	☐	☐	
- serif font for the text	☐	☐	**0 or 5**
1.2 Correctly determined the size and appearance of characters:			
- in titles	☐	☐	
- in subtitles	☐	☐	
- in text	☐	☐	**0 or 5**
1.3 Used spacing proportionate to type size between sections of text			**0 or 5**
2 **CREATION OF STYLES**			
2.1 Created styles containing the appropriate parameters:			
- titles	☐	☐	
- subtitles	☐	☐	**0 or 10**
3 **FORMATTING OF TEXTS**			
3.1 Divided up the text according to the required formats:			
- top and bottom margins	☐	☐	
- left and right margins	☐	☐	
- columns of text	☐	☐	
- widow/orphan protection	☐	☐	
- block/paragraph protection	☐	☐	**0 or 10**

OBSERVATION	RESULT

		YES	NO	
3.2	Inserted page breaks in the appropriate places:			
	- hyphenation function activated	☐	☐	
	- appropriate hyphenation zone	☐	☐	
	- accuracy of hyphenation	☐	☐	**0 or 5**
4	**CHOICE OF SHADING**			
4.1	Correctly chose the shading:			
	- correct positioning of shaded areas	☐	☐	
	- appropriate appearance as per instructions	☐	☐	**0 or 10**
5	**CHOICE OF TYPES OF LINES OR BORDERS**			
5.1	Correctly chose the types of lines or borders			**0 or 5**
6	**CREATION OF GRAPHICS**			
6.1	Inserted the graphics appropriate to the text:			
	- graphic correctly scanned using a scanner	☐	☐	
	- graphic correctly imported from graphics library	☐	☐	
	- correct positioning of graphics	☐	☐	
	- correct size of graphics	☐	☐	**0 or 15**
7	**CREATION OF COVER PAGE**			
7.1	Correctly formatted the elements of the cover page (2 compulsory elements from among the following):			
	- insertion of appropriate drop caps	☐	☐	
	- appropriate insertion of special text effects	☐	☐	
	- drawing	☐	☐	
	- watermark	☐	☐	
	- title kerning	☐	☐	**0 or 10**
8	**BALANCED LAYOUT**			
8.1	Created a balanced layout:			
	- titles and texts positioned according to formatting rules	☐	☐	
	- graphics formatted according to graphic rules	☐	☐	
	- observance of requested number of pages	☐	☐	**0 or 10**

OBSERVATION	RESULT
YES NO	
9 **APPEARANCE OF LAYOUT**	
9.1 Standardized the document's formatting ☐ ☐ - spacing ☐ ☐ - spacing between paragraphs ☐ ☐ - widow/orphan control ☐ ☐ - other	**0 or 5**
10 **OBSERVANCE OF TIME LIMIT**	
10.1 Performed the tasks within the prescribed time limit. Candidates may be given an extra 15 minutes with penalty.	**0 or 5**
Minimum performance standard: 80 marks Total:	**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies   **CODE:** 960 225

MODULE: 22 – DOCUMENT PRODUCTION

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 225

MODULE: 22 – DOCUMENT PRODUCTION

EXPECTED BEHAVIOUR: To produce documents

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Organize the work to be done.	5	—	• Interpretation of instructions • Collection of documents and information	P
- Write documents.	50	25	• Writing of text • Formatting of written text	P
- Ensure the quality of texts.	10	10	• Correction of documents	P
- Format the text.	30	60	• Formatting of a document • Insertion of a work sheet from a spreadsheet • Net speed	P
- Classify documents.	5	5	• Application of classification rules	P

* P = Practical examination
PK = Practical knowledge examination

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 225

MODULE: 22 – DOCUMENT PRODUCTION

EXPECTED BEHAVIOUR: To produce documents

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Write documents.	PS	1. Writing of documents	25	1.1 Included and formatted the essential components of the text.	10
				1.2 Used appropriate terminology and sentence structure.	10
				1.3 Established the necessary links between ideas or parts of the text.	5
- Ensure the quality of texts.	PT	2. Correction of errors	10	2.1 Submitted texts free of errors.	10
- Format the text.	PT	3. Formatting	25	3.1 Correctly formatted the text.	25
		4. Insertion of a work sheet from a spreadsheet	10	4.1 Correctly inserted the work sheet and the graphic from the spreadsheet.	10
		5. Net speed	25	5.1 Maintained a minimum net speed of 40 words per minute.	25
- Classify documents.	PT	6. Determination of the code in accordance with classification plan	5	6.1 Correctly determined the classification code.	5

* Evaluation strategy: process (PS) or product (PT)   Module 22

PROGRAM: Secretarial Studies

CODE: 960 232

MODULE: 23 – BUSINESS MEETINGS

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 232

MODULE: 23 – BUSINESS MEETINGS

EXPECTED BEHAVIOUR: To prepare business meetings

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Become familiar with instructions.	5	—	• Interpretation of requests • Determination of needs	P
- Verify the availability of resources.	15	5	• Determination of the date for the meeting	P
- Organize the work to be done.	20	15	• Determination of the steps involved in planning meetings • Determination of deadlines	P
- Produce notices of meetings and supporting documents.	40	70	• Production of all documents • Accuracy of documents	P
- Forward the documents needed for the meetings.	15	10	• Selection of forwarding methods • Forwarding of documents	P
- Arrange meeting rooms.	5	—	• Arrangement of rooms • Reception	P

* P = Practical examination
  PK = Practical knowledge examination

Module 23

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 232

MODULE: 23 – BUSINESS MEETINGS

EXPECTED BEHAVIOUR: To prepare business meetings

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %		CRITERION COMPONENTS	WGT. %
- Verify the availability of resources.	PT	1. Determination of the date for the meeting	5	1.1	Determined a possible date for the meeting.	5
- Organize the work to be done.	PT	2. Determination of deadlines	15	2.1	Determined realistic deadlines for the work to be done.	15
- Produce notices of meetings and supporting documents.	PT	3. Production of all documents	55	3.1	Observed formatting rules.	25
				3.2	Produced documents containing all the information pertinent to the meeting.	30
		4. Accuracy of documents	15	4.1	Produced error-free documents.	15
- Forward the documents needed for the meetings.	PT	5. Forwarding of documents	10	5.1	Forwarded the documents using the appropriate method.	10

*   Evaluation strategy: process (PS) or product (PT)   Module 23

SECRETARIAL STUDIES

960 232 – BUSINESS MEETINGS
(MODULE 23)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to prepare business meetings. More than one candidate can be evaluated simultaneously. The suggested duration is three hours.

2. Procedure

Each candidate will receive:

- a database file containing the addresses of seven people
- a one-month agenda for each of the seven people
- procedures for business meetings
- a planning sheet

Candidates will be asked to:

- verify the availability of seven people in order to determine a date for the meeting, using their respective agendas and complying with current business practices
- determine realistic deadlines for all the steps involved in planning the meeting, using a blank planning sheet
- prepare the notice of meeting and the agenda for the meeting
- write a two-page summary using the given notes
- forward the documents before the meeting, using the appropriate telecommunications tool and in accordance with preset deadlines

3. Equipment and Materials

- microcomputer
- word-processing software
- spell- and grammar-checking software
- E-mail, fax-modem or fax
- printer
- diskette containing a database file that includes the addresses and telephone numbers of seven people
- one-month agendas for each of the seven people
- procedures for business meetings
- planning sheet

4. Specifics on the Examination

Candidates will be allowed to print each document twice.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
23 – Business Meetings	Module code: 960 232
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

OBSERVATION		RESULT
	YES NO	
1 DETERMINATION OF DATE FOR THE MEETING		
1.1 Determined a possible date for the meeting.		**0 or 5**
2 DETERMINATION OF DEADLINES		
2.1 Determined realistic deadlines for the work to be done.		**0 or 15**
3 PRODUCTION OF ALL DOCUMENTS		
3.1 Observed formatting rules for:		
Notice of meeting		
- requested alignment	☐ ☐	
- single-spaced text	☐ ☐	
- correct margins	☐ ☐	
- correct tabs	☐ ☐	
- required spacing between parts	☐ ☐	**0 or 10**
Agenda		
- vertical centring	☐ ☐	
- title "agenda" in capital letters and centred	☐ ☐	
- type of meeting in initial caps	☐ ☐	
- department name in initial caps	☐ ☐	
- date of meeting in initial caps	☐ ☐	
- double spacing between items in a list	☐ ☐	
- item numbering aligned on the right	☐ ☐	**0 or 5**
Summary		
- title "summary" centred and in capital letters	☐ ☐	
- subtitles of headings in lowercase letters, centred, single spaced	☐ ☐	

OBSERVATION	RESULT

	YES	NO	
- names of thos who attended the meeting and of those who did not attend listed in columns and in alphabetical order	☐	☐	
- text of summary single spaced	☐	☐	
- each item on the agenda numbered, in bold, or in capital letters	☐	☐	
- pagination	☐	☐	
- text of second page and subsequent pages starting at 2.5 cm	☐	☐	**0 or 10**

3.2 Produced documents containing all the information pertinent to the meeting:

Notice of meeting

	YES	NO	
- date sent	☐	☐	
- address block for each participant	☐	☐	
- salutation	☐	☐	
- place, room number, date and time of meeting	☐	☐	
- name and title of signatory	☐	☐	
- reference initials	☐	☐	
- enclosure	☐	☐	**0 or 10**

Agenda

	YES	NO	
- title of document	☐	☐	
- type of meeting	☐	☐	
- name of department	☐	☐	
- date of meeting	☐	☐	
- list of items on the agenda	☐	☐	**0 or 10**

Summary

	YES	NO	
- purpose of meeting	☐	☐	
- list of participants (present and absent)	☐	☐	
- location of meeting	☐	☐	
- date of meeting	☐	☐	
- main points of discussion according to agenda	☐	☐	
- date and place of next meeting (if necessary)	☐	☐	
- closure	☐	☐	
- name and title of signatories	☐	☐	**0 or 10**

OBSERVATION	RESULT
YES NO	
4 ACCURACY OF DOCUMENTS	
4.1 Produced error-free documents:	
- notice of meeting ☐ ☐	
- agenda ☐ ☐	
- summary ☐ ☐	
- text of accompanying message (if necessary) ☐ ☐	**0 or 15**
Error tolerance: one error	
5 FORWARDING OF DOCUMENTS	
5.1 Forwarded the documents using the appropriate method.	**0 or 10**
Minimum performance standard: 80 marks Total:	**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies

CODE: 960 241

MODULE: 24 – FILE UPDATES

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PERFORMANCE EVALUATION FORM

PROGRAM ANALYSIS (BEHAVIOURAL OBJECTIVE)

PROGRAM: Secretarial Studies **CODE:** 960 241

MODULE: 24– FILE UPDATES

EXPECTED BEHAVIOUR: To update files

POSSIBLE FOCUSES	LRN. %	EVAL. %	OBSERVABLE ASPECTS OR THEMES OF KNOWLEDGE	P* or PK
- Organize the work to be done.	20	25	• Determination of a work plan • Establishment of a work schedule • Selection of tools	P
- Add and delete data from documents.	20	20	• Addition and deletion of text • Adjustments to the document • Insertion of illustrations, tables and graphs in the document	P
- Change formatting elements of the documents.	20	15	• Font changes • Changes concerning the entire document	P
- Reorganize lists of data.	15	5	• Merge of databases • Inclusion of all data	P
- Produce new versions of documents.	5	5	• Printing of documents	P
- Check the work.	15	15	• Application of verification procedure	P
- Follow up on or forward the updated documents.	5	15	• Determination of classification codes • Drafting of accompanying document • Determination of forwarding method	P

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 241

MODULE: 24 – FILE UPDATES

EXPECTED BEHAVIOUR: To update files

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Organize the work to be done.	PT	1. Determination of a work plan	10	1.1 Included all the required tasks in the work plan.	10
		2. Establishment of a work schedule	10	2.1 Realistically estimated the time required to complete the tasks.	10
		3. Selection of tools	5	3.1 Selected the appropriate tools for the required tasks.	5
- Add and delete data from documents.	PT	4. Addition and deletion of text	5	4.1 Correctly added and deleted text.	5
		5. Adjustments to the document	10	5.1 Correctly made all the adjustments.	10
		6. Addition of files to the document	5	6.1 Correctly added all the files.	5
- Change formatting elements of the documents.	PT	7. Changes concerning formatting elements of the documents	15	7.1 Correctly changed the fonts.	5
				7.2 Correctly made all changes concerning the entire document.	10
- Reorganize lists of data.	PT	8. Modification of database file	5	8.1 Correctly modified the contents of the database file.	5
- Produce new versions of documents.	PT	9. Printing of documents	5	9.1 Printed the documents.	5

TABLE OF SPECIFICATIONS: PRACTICAL EXAMINATION

PROGRAM: Secretarial Studies   **CODE:** 960 241

MODULE: 24 – FILE UPDATES

EXPECTED BEHAVIOUR: To update files

EVALUATION FOCUSES	STR.*	OBSERVABLE ASPECTS	WGT. %	CRITERION COMPONENTS	WGT. %
- Check the work.	PT	10. Application of verification procedure	15	10.1 Compared the schedule with the actual duration of tasks and adjusted the schedule accordingly.	5
				10.2 Identified the modifications made to the work plan.	5
				10.3 Assessed the usefulness of the tool selected for the work.	5
- Follow up on or forward the updated documents.	PT	11. Drafting of accompanying document	15	11.1 Wrote an accompanying letter or note free of errors.	10
				11.2 Correctly merged the selected record.	5

*   Evaluation strategy: process (PS) or product (PT)   Module 24

SECRETARIAL STUDIES

960 241 – FILE UPDATES
(MODULE 24)

INFORMATION ON THE EVALUATION

1. Objective and Duration of the Examination

The goal of this examination is to evaluate the candidate's ability to update files. More than one candidate can be evaluated simultaneously. The suggested duration is three hours.

2. Procedure

Each candidate will receive:

- a diskette containing a database file, a work sheet, two or three documents created using a word-processing application
- one of the above mentioned files will need to be forwarded by E-mail
- a printed copy of the documents with annotations indicating the corrections to be made

Candidates will be asked to update the files, specifically to:

- organize the work to be done using the planning grid provided as well as documents with annotations indicating the required changes; the corresponding computer files will also be provided
- perform the changes requested in the annotations
- print new versions of the documents
- assess the organization of the work using the planning grid and propose adjustments, if necessary
- write accompanying letter or note for updated file
- select addressees

3. Equipment and Materials

- microcomputer
- word-processing application, spreadsheet application and database software
- spell- and grammar-checking software
- electronic mail
- printer
- diskette containing files, including a database, a work sheet and two or three documents created using a word-processing application; one of the files will be forwarded by electronic mail
- a printed copy of documents with annotations indicating the corrections to be made
- planning grid

4. Specifics on the Examination

Candidates will be allowed two printouts.

5. Special Instructions for this Examination

The examiner should send instructions as well as a work file by electronic mail.

PERFORMANCE EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
24 – File Updates	Module code: 960 241
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS ☐ FAIL ☐
Examiner's signature:	

OBSERVATION		RESULT
	YES NO	
1 DETERMINATION OF A WORK PLAN		
1.1 Included all the required tasks in the work plan.		**0 or 10**
2 ESTABLISHMENT OF A WORK SCHEDULE		
2.1 Realistically estimated the time required to complete the tasks:		
- determination of deadlines	☐ ☐	
- determination of priorities	☐ ☐	
- estimation of time needed to carry out the tasks	☐ ☐	**0 or 10**
3 SELECTION OF TOOLS		
3.1 Selected the appropriate tools for the required tasks.		**0 or 5**
4 ADDITION AND DELETION OF TEXT		
4.1 Correctly added and deleted text.		**0 or 5**
5 ADJUSTMENTS TO THE DOCUMENT		
5.1 Correctly made all the adjustments.		**0 or 10**
Error tolerance: one error for all the documents		
6 ADDITION OF FILES TO THE DOCUMENT		
6.1 Correctly added all the files:		
- work sheet from spreadsheet	☐ ☐	
- graphic illustration	☐ ☐	**0 or 5**
7 CHANGES CONCERNING FORMATTING ELEMENTS OF THE DOCUMENTS		
7.1 Correctly changed the fonts		**0 or 5**
7.2 Correctly made all changes concerning the entire document		**0 or 10**
Error tolerance: one error		

OBSERVATION	RESULT
YES NO	
8 **MODIFICATION OF A DATABASE FILE**	
8.1 Correctly modified the contents of the database file.	**0 or 5**
9 **PRINTING OF DOCUMENTS**	
9.1 Printed documents according to the number of printouts allowed.	**0 or 5**
10 **APPLICATION OF VERIFICATION PROCEDURE**	
10.1 Compared the schedule with the actual duration of tasks and adjusted the schedule accordingly.	**0 or 5**
10.2 Identified the modifications made to the work plan.	**0 or 5**
10.3 Assessed the usefulness of the tool selected for the work.	**0 or 5**
11 **DRAFTING OF ACCOMPANYING DOCUMENT**	
11.1 Drafted the accompanying document free of errors	**0 or 10**
11.2 Correctly merged the selected records.	**0 or 5**
Minimum performance standard: 80 marks Total:	**/ 100**

Notes for the examiner:

- Check the appropriate box (YES or NO) for the item observed.

- Circle the number corresponding to the result in the RESULT column; to do so, give either 0 (zero) or full marks (no part marks will be given) for each item to be evaluated.

Comments:

PROGRAM: Secretarial Studies   **CODE:** 960 252

MODULE: 25 – JOB SEARCH TECHNIQUES

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PARTICIPATION EVALUATION FORM

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 252

MODULE: 25 – JOB SEARCH TECHNIQUES

EXPECTED OUTCOME: To use job search techniques

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
PHASE 1: PREPARING FOR A JOB SEARCH - Learning about the steps involved in a job search. - Becoming familiar with the information sources that may be consulted during a job search. - Learning about the hiring criteria of different types of companies. - Preparing a list of potential employers. - Trying out different interview techniques.	40	40	• Collect information. • Consult the information sources available. • Consult the information sources available. • Collect information. • Do simulated job interviews.
PHASE 2: IMPLEMENTING A JOB SEARCH PLAN - Planning the steps involved in carrying out a job search. - Preparing a résumé and a cover letter. - Carrying out the steps in their job search plan.	40	40	• Determine the steps in a job search plan. • Prepare a cover letter and a résumé in accordance with rules of presentation and containing personal information as well as information on their work experience, education, qualifications and interests. • Contact companies.

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 252

MODULE: 25 – JOB SEARCH TECHNIQUES

EXPECTED OUTCOME: To use job search techniques

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
- Keeping a journal outlining the steps in their job search plan and the steps carried out. **PHASE 3: EVALUATING THE STEPS CARRIED OUT AND THE MEANS USED** - On the basis of their log, commenting on the pertinence of the documents used and the effectiveness of the steps carried out.	20	20	• Keep a journal containing information on each of the steps in their job search plan as well as descriptions of the steps carried out. • Assess their experience in a realistic and coherent manner.

TABLE OF SPECIFICATIONS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 252

MODULE: 25 – JOB SEARCH TECHNIQUES

EXPECTED OUTCOME: To use job search techniques

PARTICIPATION INDICATORS	WGT. %	CRITERION COMPONENTS	EVAL. %
PHASE 1 :			
1. Consult the information sources available.	20	1.1 Collect information on the steps involved in a job search.	10
		1.2 Give information on companies to be contacted.	10
2. Do simulated job interview.	20	2.1 Prepare for an interview.	10
		2.2 Participate in a simulated job interview.	10
PHASE 2:			
3. Prepare a résumé and a cover letter.	10	3.1 Prepare a cover letter and résumé.	10
4. Contact companies.	20	4.1 Submit a report on the companies contacted.	20
5. Keep a journal containing information on each of the steps in their job search plan as well as a description of the steps carried out.	10	5.1 Keep a journal.	10
PHASE 3:			
6. Assess their experience in a realistic and coherent manner.	20	6.1 Assess the pertinence of the documents used and the effectiveness of the steps carried out.	20

SECRETARIAL STUDIES

960 252 – JOB SEARCH TECHNIQUES
(MODULE 25)

INFORMATION ON THE EVALUATION

Evaluation of the candidates' participation will be based on information gathered at certain times during the learning activities. However, a definitive evaluation by criterion component should be done only at the end of the corresponding phase in the learning situation.

The evaluation should not focus on the accuracy of candidates' perceptions or opinions, but rather on whether they have based their perceptions or opinions on arguments or examples.

PHASE 1: PREPARING FOR A JOB SEARCH

1. Consult the information sources available.

Candidates will be required to present a selection of companies corresponding to their interests.

2. Do simulated job interviews.

Candidates will be presented with a situation in which a company is offering a secretarial position. The type of company, the job requirements and the necessary qualifications will be described. Candidates will be expected to do a simulated job interview.

PHASE 2: IMPLEMENTING A JOB SEARCH PLAN

3. Prepare a cover letter and a résumé.

Candidates will be presented with a situation in which a company is offering a secretarial position. The type of company, the job requirements and the necessary qualifications will be described. Candidates must write a letter of application in response to this offer.

Candidates will be expected to observe the standard rules for writing a résumé, making sure that their résumé is formatted properly and contains no errors.

4. Contact companies.

Candidates will be expected to submit a report on at least two companies that were contacted.

5. Keep a journal containing information on each of the steps in their job search plan as well as a description of the steps carried out.

Candidates will be expected to keep a journal.

PHASE 3: EVALUATING THE STEPS CARRIED OUT AND THE MEANS USED

6.   Assess their experience in a realistic and coherent manner.

Candidates will be expected to assess the job search process and to list their strong and weak points during the simulated job interview.

PARTICIPATION EVALUATION FORM

SECRETARIAL STUDIES	Program code: 5712
25- Job Search Techniques	Module code: 960 252
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

PARTICIPATION INDICATORS	MARK	
	YES	**NO**

PHASE 1: PREPARING FOR A JOB SEARCH

1   CONSULT THE INFORMATION SOURCES AVAILABLE.

		YES	NO
1.1	Collect information on the steps involved in a job search: - establish a schedule (planning) - contact companies - have an interview - follow up on the interview - repeat the job search process	☐	☐
1.2	Give information on at least two companies to be contacted:	☐	☐

Company A	**Company B**
- name	- name
- address	- address
- telephone	- telephone
- person to meet	- person to meet
- reason for choosing Company A	- reason for choosing Company B

2   DO SIMULATED JOB INTERVIEWS.

		YES	NO
2.1	Prepare for an interview: - gather information on the company - gather information on the position in question - identify their strong and weak points with regard to the job in question	☐	☐

PARTICIPATION INDICATORS	MARK	
	YES	NO

2.2 Participate in a simulated job interview: ☐ ☐

- compare job requirements with their abilities, fields of interest and personal qualities
- determine a strategy for the interview
- adopt an appropriate attitude
- adopt appropriate behaviour

PHASE 2: IMPLEMENTING A JOB SEARCH PLAN

3 PREPARE A COVER LETTER AND RÉSUMÉ

3.1 Prepare a cover letter and résumé: ☐ ☐

- **components of the letter**
  - employer's name and address
  - relevant arguments
  - enclosures
  - syntax

- **components of the résumé**
  - personal information
  - work experience
  - skills and training
  - interests

- **presentation of both documents**
  - neat and free of errors

4 CONTACT COMPANIES.

4.1 Submit a report on the companies contacted: ☐ ☐

Company A	**Company B**
- type of product or service	- type of product or service
- size	- size
- working conditions	- working conditions
- hiring conditions	- hiring conditions
- opportunities for advancement	- opportunities for advancement

5 KEEP A JOURNAL CONTAINING INFORMATION ON EACH OF THE STEPS IN THEIR JOB SEARCH PLAN AS WELL AS A DESCRIPTION OF THE STEPS CARRIED OUT.

PARTICIPATION INDICATORS	MARK	
	YES	NO
5.1 Keep a journal: - people contacted - dates on which the student spoke to these people - means used - results	☐	☐

PHASE 3: EVALUATING THE STEPS CARRIED OUT AND THE MEANS USED
 	
6   ASSESS THEIR EXPERIENCE IN A REALISTIC AND COHERENT MANNER.
6.1   Assess the pertinence of the documents used and the effectiveness of the steps carried out.
    - assess the entire process
    - assess their job interview experience:
        • identify their strong points
        • identify their weak points
	☐	☐

Minimum performance standard: 6 out of 8 elements, including 1.1, 1.2, 3.1 and 6.1		

Comments:

PROGRAM: Secretarial Studies   **CODE:** 960 265

MODULE: 26 – ENTERING THE WORK FORCE

PROGRAM ANALYSIS TABLE

TABLE OF SPECIFICATIONS

INFORMATION ON THE EVALUATION

PARTICIPATION EVALUATION FORM

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 265

MODULE: 26 – ENTERING THE WORK FORCE

EXPECTED OUTCOME: To enter the work force

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
PHASE 1: COLLECTING INFORMATION ON THE PRACTICUM - Becoming familiar with available information as well as the terms and conditions of the practicum. - Learning about the organizational structure of the company. - Understanding their tasks and roles within the company.	10	10	• Collect information on the practicum. • Collect information on the organizational structure of the company. • Describe the tasks expected of a student-trainee.
PHASE 2: OBSERVING AND CARRYING OUT ACTIVITIES RELATED TO THE OCCUPATION IN THE WORKPLACE - Observing the work situation. - Participating in and carrying out various tasks. - Ensuring that the practicum supervisor is satisfied with the activities carried out. - Keeping a personal log that lists observations about the workplace and the tasks carried out in the company.	80	80	• Observe how the company operates. • Observe the company's policies regarding the activities to be carried out by student-trainees, working hours and professional ethics. • Collect information on how they carried out the tasks assigned to them. • Keep a personal log containing their observations about the workplace and the tasks carried out during the practicum.
PHASE 3: COMPARING THEIR INITIAL VIEWS WITH THE ACTUAL WORK ENVIRONMENT - Comparing their views of the occupation before and after the practicum.	10	10	• Identify similarities and differences in their perception of the occupation before and after the practicum.

PROGRAM ANALYSIS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 265

MODULE: 26 – ENTERING THE WORK FORCE

EXPECTED OUTCOME: To enter the work force

LEARNING CONTEXT	LRN. %	EVAL. %	PARTICIPATION INDICATORS
- Evaluating how their experience will affect their career choice.			• Sum up their experience in the workplace by indicating how this experience will affect their career choice.

TABLE OF SPECIFICATIONS (SITUATIONAL OBJECTIVE)

PROGRAM: Secretarial Studies   **CODE:** 960 265

MODULE: 26 – ENTERING THE WORK FORCE

EXPECTED OUTCOME: To enter the work place

PARTICIPATION INDICATORS	WGT. %	CRITERION COMPONENTS	EVAL. %
PHASE 1 :			
1. Collect information on the practicum and on the organizational structure of the company.	5	1.1 Take notes on how the company operates in terms of working hours, scheduling and professional ethics.	5
2. Describe the tasks expected of a student-trainee.	5	2.1 Indicate what the company expects of student-trainees.	5
PHASE 2:			
3. Observe the company's policies regarding the activities to be carried out by student-trainees, working hours and professional ethics.	50	3.1 Carry out the tasks requested by the company.	20
		3.2 Observe the working hours.	10
		3.3 Observe professional ethics.	10
		3.4 Observe appropriate etiquette.	10
4. Collect information on how they carried out the tasks assigned to them.	20	4.1 Meet with the practicum supervisor to assess their work.	20
5. Comment on the workplace and the tasks carried out during the practicum.	10	5.1 Identify some aspects of the workplace and describe some of the tasks carried out.	10
PHASE 3:			
6. Sum up their experience in the workplace by indicating how this experience will affect their career choice.	10	6.1 Indicate how this experience will affect their career choice.	10

SECRETARIAL STUDIES

960 265 – ENTERING THE WORK FORCE
(MODULE 26)

INFORMATION ON THE EVALUATION

Evaluation of the candidates' participation in the learning activities will be based on observations made by the teacher and the practicum supervisor at certain times during the practicum. This evaluation is also based on the candidates' work: practicum confirmation, personal log (self-evaluation).

PHASE 1:   COLLECTING INFORMATION ON THE PRACTICUM

The teacher will provide documents that will guide candidates through the process of gathering and analyzing information.

Practicum supervisors and those in the school that are in charge of the practicum must meet beforehand in order to determine the activities that candidates should carry out during the practicum.

PHASE 2:   OBSERVING AND CARRYING OUT ACTIVITIES RELATED TO THE OCCUPATION IN THE WORKPLACE

The evaluation will be based on the criteria listed below.

-   The practicum supervisor's evaluation of the candidates' overall performance. To that end, the practicum supervisor should be provided with work tools (forms) for assessing:

- candidates' behaviour when carrying out tasks assigned to them
- candidates' attitude in interpersonal relationships (colleagues, practicum supervisor, customers/clients)
- observance of company policies
- observance of professional ethics
- compliance with quality standards required by the company

-   Observations and information gathered by the teacher during visits to the workplace

-   Candidates' observations during the practicum

PHASE 3:   COMPARING THEIR INITIAL VIEWS WITH THE ACTUAL WORK ENVIRONMENT

In order to compare their initial views with the actual work environment, candidates should refer to:

-      their personal log
-      the evaluation form completed by the practicum supervisor
-      the evaluation form completed by the teacher in charge of the practicum
-      their self-evaluation

PARTICIPATION CHECKLIST

SECRETARIAL STUDIES	Program code: 5712
26- Entering the Work Force	Module code: 960 265
Candidate's name:	
School:	Permanent code:
Date of examination:	RESULT: PASS FAIL
Examiner's signature:	☐ ☐

PARTICIPATION INDICATORS	MARK	
	YES	NO
PHASE 1: COLLECTING INFORMATION ON THE PRACTICUM		
1 COLLECT INFORMATION ON THE PRACTICUM AND ON THE ORGANIZATIONAL STRUCTURE OF THE COMPANY.		
1.1 Take notes on how the company operates in terms of: - working hours - scheduling - professional ethics	☐	☐
2 DESCRIBE THE TASKS EXPECTED OF A STUDENT-TRAINEE.		
2.1 Indicate what the company expects of student-trainees.	☐	☐
PHASE 2: OBSERVING AND CARRYING OUT ACTIVITIES RELATED TO THE OCCUPATION IN THE WORKPLACE		
3 OBSERVE THE COMPANY'S POLICIES REGARDING THE ACTIVITIES TO BE CARRIED OUT BY STUDENT-TRAINEES, WORKING HOURS AND PROFESSIONAL ETHICS.		
3.1 Carry out the tasks requested by the company.	☐	☐
3.2 Observe the working hours.	☐	☐
3.3 Observe professional ethics.	☐	☐
3.4 Observe appropriate etiquette.	☐	☐
4 COLLECT INFORMATION ON HOW THEY CARRIED OUT THE TASKS ASSIGNED TO THEM.		
4.1 Meet with the practicum supervisor to assess their work.	☐	☐

PARTICIPATION INDICATORS	MARK	
	YES	NO
5 COMMENT ON THE WORKPLACE AND THE TASKS CARRIED OUT DURING THE PRACTICUM.		
5.1 Identify some aspects of the workplace and describe some of the tasks carried out.	☐	☐
PHASE 3: COMPARING THEIR INITIAL VIEWS WITH THE ACTUAL WORK ENVIRONMENT		
6 SUM UP THEIR EXPERIENCE IN THE WORKPLACE BY INDICATING HOW THIS EXPERIENCE WILL AFFECT THEIR CAREER CHOICE.		
6.1 Indicate how this experience will affect their career choice.	☐	☐
Minimum performance standard: no errors in criterion components 3.1 to 3.4 and 4.1		

Comments: