



School of Business and Leadership

ADMN 102

Office Procedures for Administrative Professionals

Term: Winter 2026

Number of Credits: 3

INSTRUCTOR: Venkatesh Yarra

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Tuesday and Thursday from 9:00 AM -10:20 AM

January 6, 2026 to April 16, 2026

Classroom: A2313

COURSE DESCRIPTION

This course will focus on practical knowledge and skills related to office procedures, systems, and routines. Major topics include time-management skills, project management, communications and customer service, meeting and event planning, minutes and resolutions, and presentations.

COURSE REQUIREMENTS

Prerequisite(s): none

LEARNING OUTCOMES

Upon successful completion of the course, students will have the following skills:

- Utilize office technology and software effectively
- Apply time-management and organizational techniques
- Decipher office procedures and policies
- Manage office projects and multitask efficiently
- Navigate the technical, organizational, and communication aspects of office procedures efficiently

COURSE FORMAT

Weekly breakdown of instructional hours

Students will attend two 1.5-hour classes per week during the semester.

Delivery format

Face to face

EVALUATION

Assignment 1	
Assignment 2	
Assignment 3	
Assignment 4	
Assignment 5	
Assignment 6	20%
Total	100%

Students will complete authentic assessments.

COURSE WITHDRAWAL INFORMATION

Refer to the [YukonU website for important dates](#).

TEXTBOOKS AND LEARNING MATERIALS

Course resources will be provided to students on Moodle.

Laptops or desktops will be provided in class for student use.

For students using their own computers or laptops, they will require the following:

- Windows-based PC* (desktop or laptop) that is less than five years old
- Webcam (built-in or external), speakers or headphones, and a microphone
- Desktop or laptop computer installed with up-to-date internet browsers and web-conferencing software (Zoom, MS Teams, etc.).
- Current operating system - Windows 11
- Fast, wired broadband internet connection

*Chromebooks are not sufficient, and Mac products are not compatible with the Microsoft-based software used in this program and may put students at a disadvantage to successfully complete the program.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon University recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from any Yukon University program, all students are required to achieve core

competency in knowledge of Yukon First Nations. For details, please see www.yukonu.ca/yfnccr to complete the core competency requirement.

ACADEMIC INTEGRITY

Students are encouraged to contribute toward a positive and supportive environment, and Academic dishonesty will not be tolerated.

Please refer to YukonU's [Academic Regulations and Procedures](#) for details about academic standing and student rights and responsibilities.

ACCESSIBILITY AND ACADEMIC ACCOMMODATION

Yukon University is committed to providing a positive, supportive, and barrier-free academic environment for all its students. Students experiencing barriers to full participation due to a visible or hidden disability (including hearing, vision, mobility, learning disability, mental health, chronic or temporary medical condition), should contact [Accessibility Services](#) for resources or to arrange academic accommodations: access@yukonu.ca.

TOPIC OUTLINE

Module	Topic
Module 1	Equity, Diversity, Inclusion, and Accessibility
Module 2	Introduction to Human Resources
Module 3	Management of Work, Time, and Resources
Module 4	Organizational Structure and Office Layout
Module 5	Front Office Administration
Module 6	Information Technology and Services
Module 7	Web Tools and Data Security

Module 8	Project Management
Module 9	Record and Information Management
Module 10	Commerce and Financial Record Keeping
Module 11	Meetings, Events, and Conferences
Module 12	Employment, Professional Development, and Strategic Career Planning