

Head

Secretarial Studies

LEARNING GUIDE

960-554

IN COMPLIANCE
WITH THE NEW
*Program of
Study*

DOCUMENT MANAGEMENT

6

SOFAD





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- The Introduction;
- The First Situation.

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INTRODUCTION

The competency *Document Management* is part of the program of study for a DVS (diploma of vocational studies) in Secretarial Studies. The program is divided into 25 competencies representing a total of 1,485 hours of training.

Code	Number	Name of Competency	Duration	Credits
460-501	01	The Occupation and the Training Process	15	1
460-515	02	Proofreading	75	5
460-526	03	Word Processing	90	6
460-534	04	Quality of Written English	60	4
460-544	05	Customer Service	60	4
460-554	06	Document Management	60	4
460-562	07	Producing Spreadsheets	30	2
460-572	08	Designing Presentations	30	2
460-584	09	Business Texts in English	60	4
460-596	10	Accounting Operations	90	6
460-605	11	Business Correspondence	75	5
460-613	12	Creating Databases	45	3
460-623	13	Handling Cash	45	3
460-635	14	Translation	75	5
460-644	15	Producing Tables and Charts	60	4
460-656	16	Visual Design of Documents	90	6
460-666	17	Business Texts in French	90	6
460-672	18	Digital Media	30	2
460-833	19	Interacting in French	45	3
460-695	20	Following Up on Business Correspondence	75	5
460-704	21	Meetings and Events	60	4
460-714	22	Producing Reports	60	4
460-722	23	Technical Support	30	2
460-733	24	Coordinating Multiple Tasks	45	3
460-746	25	Entering the Workforce	90	6

One credit corresponds to 15 hours of training.

PRESENTATION OF THE LEARNING GUIDE

The general competency *Document Management* is offered as part of the Diploma of Vocational Studies (DVS) program in Secretarial Studies. The educational aims of the program are to maintain and promote the quality of English, improve the quality of customer service, develop learners' desire to improve their knowledge of technological tools and develop their sense of autonomy and initiative.

Secretaries today are trained to work independently yet play an integral role in management team. They are indispensable assistants to managers and professionals, handling a variety of files and assuming multiple responsibilities. The competencies required to meet the needs of modern organizations are numerous and increasingly varied..

This guide will help you develop your document management skills. You will learn the basic principles of document management in both the private and public sectors to prepare yourself for the job market. You will become familiar with document management terminology. You will learn the characteristics of administrative documents (type of information conveyed, confidentiality, importance, value, lifespan, etc.). Using an organizational chart, you will identify the administrative units responsible for each type of document in a firm.

You will become familiar with and practise all the operations and techniques used in document management: file creation, various methods of document classification, document circulation management and the management of the document life cycle.

In addition, the program will allow you to become skilled in electronic document management using OneDrive for Business, a software package included in the Office 365 Suite that enables documents to be synchronized and shared between colleagues and to be backed up. In a scenario in which you will be working for a municipality, you will also be called on to examine and classify digital documents and manage them according to a records retention cycle, as well as assign access rights to municipal employees.

PREREQUISITES

The expected outcomes in this guide take into account the general competencies you already acquired in your secretarial training. You must also know how to handle folders and files in a Windows environment.

WORK SITUATIONS

This guide consists of three work situations that will not only lead you to acquire new knowledge but teach you to apply it with ease and use it skilfully. Each situation follows the same structure. First, you read about the work context and the assignment you must carry out. The situation is divided into a series of engaging and motivating tasks. You will be guided step by step through each task. All the answers to the exercises are in the answer key, at the end of the guide.

EVALUATION OF LEARNING

This guide includes three scored activities, presented in separate booklets that were provided with the guide. You can also download them from the portailsofad.com website. You will find all the information you need in your guide when you reach the appropriate stage for evaluation.

Scored activities must be submitted for correction and grading. You will hand them in to your teacher if you are taking the course in an education centre, or you will send them to your tutor if you are registered for distance learning. In either case, the corrected document will be returned to you.

Scored activities are an excellent way for you to identify areas of difficulty so that you can work to overcome them. The last scored activity in the guide was developed following the same criteria as those of the final evaluation for the course. It therefore serves as a realistic practice test for the official final examination, which will take place under supervision in an adult education centre.

REQUIRED MATERIALS

You will need the following materials to do this module:

- the *Document Management* learning guide and answer key
- three scored activities
- access to the portailsofad.com website.

RECOMMENDATIONS FOR SUCCESS

We recommend that you do all the exercises in the learning guide, as well as the scored activities. Carefully compare your answers with the answer key and, if necessary, review content to make sure you fully understand it before going on to the next task.

If you have questions, do not hesitate to ask your teacher or tutor for explanations.

The course is estimated to take approximately 60 hours to complete. Set up a study schedule that takes into account your needs as well as your obligations: family, work or other responsibilities. Follow the schedule you have set as closely as possible.

OVERVIEW OF THE LEARNING GUIDE

Opening pages

The title page presents the number and title of the work situation.



The situation begins with a description of the context in which you will complete different tasks to acquire the target competency.

The Your Assignment section summarizes and lists the tasks you will perform during the work situation.

The total length of all the situation tasks includes the scored activity, if applicable.



Situation Highlights

The task number is clearly indicated.

TASK 1.1

Getting Ready to File Documents

When you are classifying and filing documents, you must always have on hand the firm's organizational chart, which shows the firm's structure and different administrative departments.

An **organizational chart** shows the places that people occupy in an organization. It determines the relationships between managers, employees and departments. Consequently, all a new employee has to do to understand the firm's organizational structure is to consult the organizational chart. It should have this very valuable tool. Examine the organizational chart on the next page.

Organizational chart

A diagram of the administrative structure of a business or organization and the relationships between the positions in the organization.

1.1.1 Classifying and Filing Your Personal Documents

You undoubtedly already get letters or emails or have other important documents at home. These documents may contain personal information, information on your spending, product warranties, and other things. Therefore, your first task is classifying and filing your personal documents.

Filing personal documents can be very simple if you are well organized. However, if you leave piles of documents laying about in your office or on your counter for weeks or months, it can become a more difficult task.

A personal document is any piece of information or written material, file or memento that you have received or produced.

NB

Classifying and filing a document are two different things. When you file a document, you store it in the location corresponding to the **code** assigned to it. When you classify a document, you assign a code to it using the firm's **classification plan**.

Code

Means of designating the category of a document. A code can be alphabetical, numerical or alphanumerical.

Descriptor

Heading in a classification system that is used to identify the contents of a document.

Classification plan

List of words or group of words—accompanied by numerical, alphabetical or alphanumerical codes—which is used to classify and file a firm's documents. Each **descriptor** in the plan is accompanied by a classification code.

- 1 List at least ten personal documents that you currently have at home.

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____



>> Compare your answers with the ANSWER KEY. ✓

Terms that may be difficult to understand are defined in the page margins.

The NB feature draws your attention to an important observation.

This pictogram tells you that you must use the Internet to complete the task.



2 To fill out the following table, refer to the webography for the competency at **portailsofad**, and click on the heading “Durée de conservation des documents/Description,” which provides a link to a Government of Québec website with helpful information (in French only). For each document in the table, put a check mark in the proper column to indicate whether it should be retained or destroyed.

PERSONAL DOCUMENT		RETAIN	DESTROY
a)	Electricity bill (from four years ago)		
b)	Cellphone bill (from a year ago)		
c)	Repair bill (for your old car)		
d)	Bank statement (from last month)		
e)	Tax return (from last year)		
f)	Birth certificate		
g)	Transcript of grades (from last term)		
h)	Sales contract for your house		
i)	Receipt for property taxes (from six years ago)		
j)	Secondary school diploma		
k)	Will		

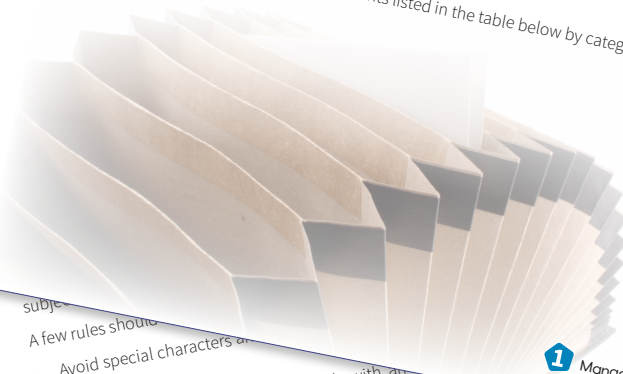
>> Compare your answers with the ANSWER KEY.

Email

In documents, other codes mentioned in the guide.

You can file your personal documents in various ways. The simplest is to create categories (broad titles or subjects) and, if necessary, subcategories, and file the documents in file folders labelled with the name of each category. Sometimes, you can make your life easier by buying an expanding file (or accordion file) with the categories already created.

3 Classify the following personal documents listed in the table below by category.



1

Managing Documents

7

A regularly repeated instruction points out the best time to compare your answers with the Answer Key (at the end of the guide).

subject

A few rules should

- Avoid special characters and symbols (e.g., @, etc.).
- Either replace spaces between words with an underscore (“_”) and capitalize each new section of text, or do not use spaces, e.g. “goodpractices”.
- Avoid accents (é, è, à, ù, î, etc.).
- Use the “YYYYMMDD” format for dates.
- Do not use a complete sentence.

EXAMPLE

- The Word file containing the minutes of the Board meeting of November 25, 2018 could be named as follows:
BD_MN_20181125.docx or BD_MN_2018-11-25.docx.
- The Excel file containing the 2018 annual budget could be named as follows:
Annual_Budget_2018.xlsx or AB_2018.xlsx.

Relevant examples illustrate and support the content.

Content is often presented in tables to make it easier to understand.

e.g.:

NAME	1ST UNIT	2ND UNIT	3RD UNIT
Dung Le Dao	Dung	Le	Dao
Bich Tam Ha	Bich	Tam	Ha
Lan Pham	Lan	Pham	
Lien Pham	Lien	Pham	
Khanh Nguyen Tuan	Khanh	Nguyen	Tuan

Arranging this list in alphabetical order gives:
 Bich Tam Ha
 Dung Le Dao
 Khanh Nguyen Tuan
 Lan Pham
 Lien Pham



Company Names

A company name, also known as a corporate name, is a name used to identify a company. Filing units according to the order of the name. Sometimes the company name is in addition to the company name.

3

a)

In the table below, separate each name with a particle or article into filing units.

NAME	1ST UNIT	2ND UNIT	3RD UNIT
Antoine de LaDurantaye			
Weston McDonald			
Esther De Koninck			
José Dos Santos			
Pierre Du Breton			
Keven O'Farrell			
Dan O'Brien			
Chelsea McDuff			
Benedict O'Reilly			

b) Arrange the names in the above list in alphabetical order.

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____



Tip
Summary of filing rules
 When in doubt, consult the table "Summary of Filing Rules" (pages 47-48).

>> Compare your answers with the ANSWER KEY. ✓

Foreign Language names

Alphabetizing names in a foreign language can be difficult when you cannot distinguish the first name from the last name. In such a case, separation into filing units is done based on the order in which the name was provided. The other filing rules still apply, however.



The **Tip** feature presents practical advice to help you do an exercise.

Scanning

Scanning a paper document converts it into digital format. This is done with a scanner, photocopier or multifunction printer, producing a file in PDF or another format. Scanning is regularly used in document management, often to digitize documents that must be stored on an electronic medium.

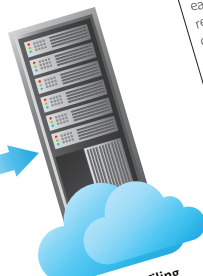


Scanning on a multifunction printer

On Target

PDF format

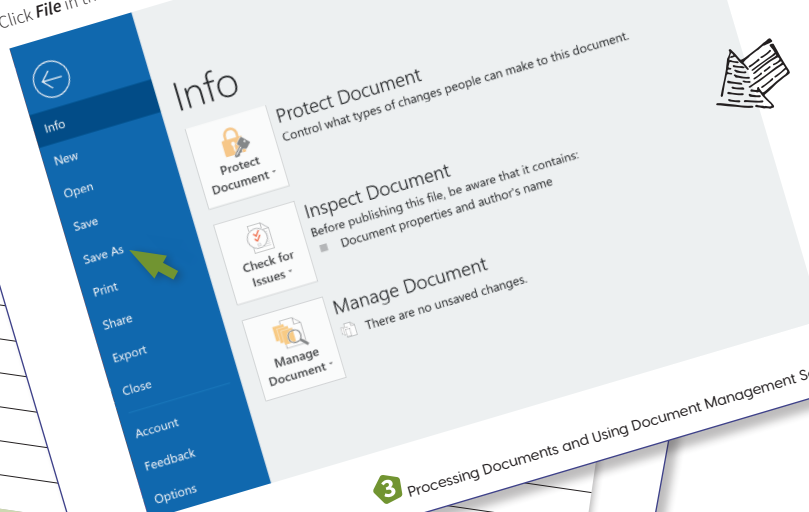
PDF format provides a visual reproduction of the contents of a file. The advantage of documents saved in PDF format is that they can be easily opened and viewed, regardless of the document's original format. PDF format is often used when a file is being sent for printing or will be posted on the Web. The Acrobat Reader program is needed to read a PDF document.



Automatic filing and indexing in an EDMS

Transferring a Word Document to PDF Format

1. Click **File** in the toolbar, then **Save As**.



3

Processing Documents and Using Document Management Software

101

Here are a few guidelines on storing semi-active documents in boxes:

- Sort and bundle together file series and documents with the same subject matter or lifespan.
- Place documents in a file storage box identified with a label (see example on next page).
- Transport and store the boxes in the intermediate storage facility or the location designated for this purpose by the organization.

3

Processing Documents and Using Document Management Software

81

Ergo


To protect workers' health and ensure their safety, ergonomic principles must be followed when handling boxes. For example, always keep your elbows and hands close to your body to reduce effort and strain.

The **On Target** feature reminds you, in just a few lines, of essential points to remember.

The **Ergo** feature offers suggestions of good posture and working positions to adopt at your desk and elsewhere in your workplace.

In addition, access to certain types of documents may be denied, such as a legal opinion, recommendation, personal notes jotted on a document, a draft, documents protected by professional secrecy and confidential personal information. Sometimes, an organization may provide access to certain documents only after it has deleted passages containing information that should not be disclosed.

Private sector companies are required to comply with Québec's *Act Respecting the Protection of Personal Information in the Private Sector*. This law sets out specific rules concerning the collection, retention and use of personal information and concerning its disclosure to third parties in connection with business operations. It applies to this information regardless of the media used or the form in which it is retained (written, graphic, sound, visual, digital or otherwise).

 See the webography for the competency, available at portailsofad.com, to learn more about the *Act Respecting the Protection of Personal Information in the Private Sector*.

The same rules apply to electronic document management systems. Access to certain documents may be authorized for persons responsible for transmitting the information they contain. This topic will be explored in the next situation.

Scored Activity 2

 You must now submit Scored Activity 2.

Go to the SOFAD website (portailsofad.com) and download the document titled *Scored Activity 2*.

Complete the activity and hand it to your teacher, or send it to your tutor according to the terms and conditions provided when you registered.

At the end of Situations 1, 2 and 3, this pictogram tells you to complete a scored activity.

Document Management

TUTOR

Name: _____

Telephone number: _____

Email address: _____

Address: _____

Times available: _____

HOMework

	Date sent	Grade	Comments
1			
2			
3			

CONVERSATIONS WITH TUTOR

[illegible]



1

Managing Documents

Managing Documents



1

You have been a secretary at the firm A. B. Structures Inc. for five years. You have many different duties in a wide range of areas. You make sure the office is running smoothly, you ensure that there are enough office supplies, you scan all the documents and reports from the different departments, you replace the receptionist when needed, you open the mail and distribute it to the proper recipients, and you carry out document management tasks for the entire organization. You are very versatile and manage your time efficiently to avoid unnecessary stress.

A. B. Structures Inc. specializes in manufacturing prefabricated structures for residential, commercial and industrial construction. It sells and markets its products across Canada and wants to develop a U.S. market in the very near future.

Over the last three years, this small business, which started with ten employees, has experienced dramatic growth, creating over 45 new jobs. As a result of this growth, restructuring was required, resulting in the creation of the Communications Department and the restructuring of the Sales and Production departments.

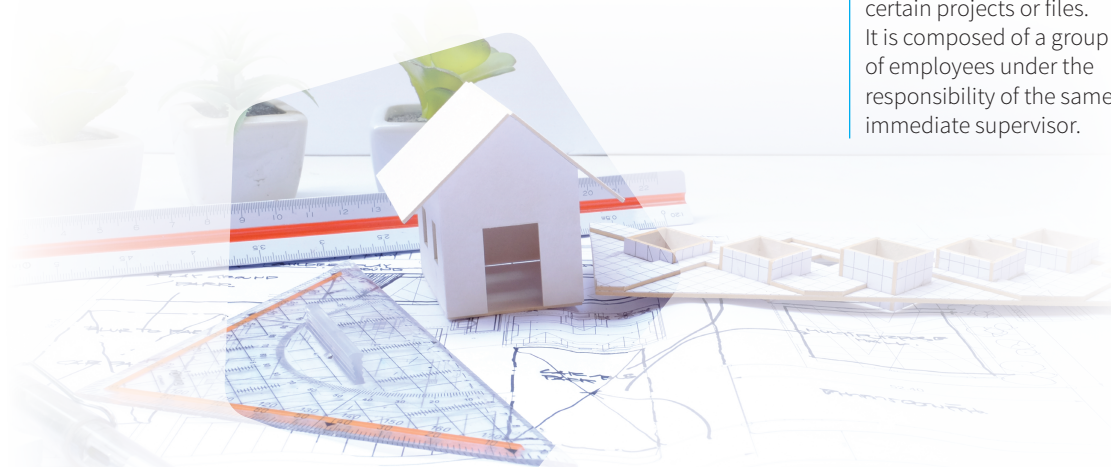
The bigger a business is, the more departments it generally has. These departments are also called **administrative units**, which carry out a wide range of tasks. An organizational chart is used to illustrate the relationships between an organization's different echelons and its various departments.

With the help of the firm's executive assistant, Sophia Nunes, you are going to review certain aspects of the firm's filing system.

All employees in a firm must be able to quickly and easily get their hands on a document when they need it. This is why a good filing system is needed at A. B. Structures.

Administrative unit

The entity of a firm responsible for managing certain projects or files. It is composed of a group of employees under the responsibility of the same immediate supervisor.





Your Assignment

You will learn how to distinguish personal documents from administrative documents. You will get acquainted with the preparations required to manage documents.

Your assignment consists of the following:

1. getting ready to file documents
2. becoming acquainted with document management terms
3. identifying the characteristics of an administrative document
4. applying detailed **file** creation procedures

File

Set of documents related to the same business matter or same theme (personnel management, financial management, etc.).

Getting Ready to File Documents

When you are classifying and filing documents, you must always have on hand the firm's organizational chart, which shows the firm's structure and different administrative departments.

An **organizational chart** shows the places that people occupy in an organization. It determines the relationships between managers, employees and departments. Consequently, all a new employee has to do to understand the firm's organizational structure is to consult the organizational chart. All firms should have this very valuable tool.

Examine the organizational chart for A. B. Structures Inc. on the opposite page. This firm consists of the following administrative units:

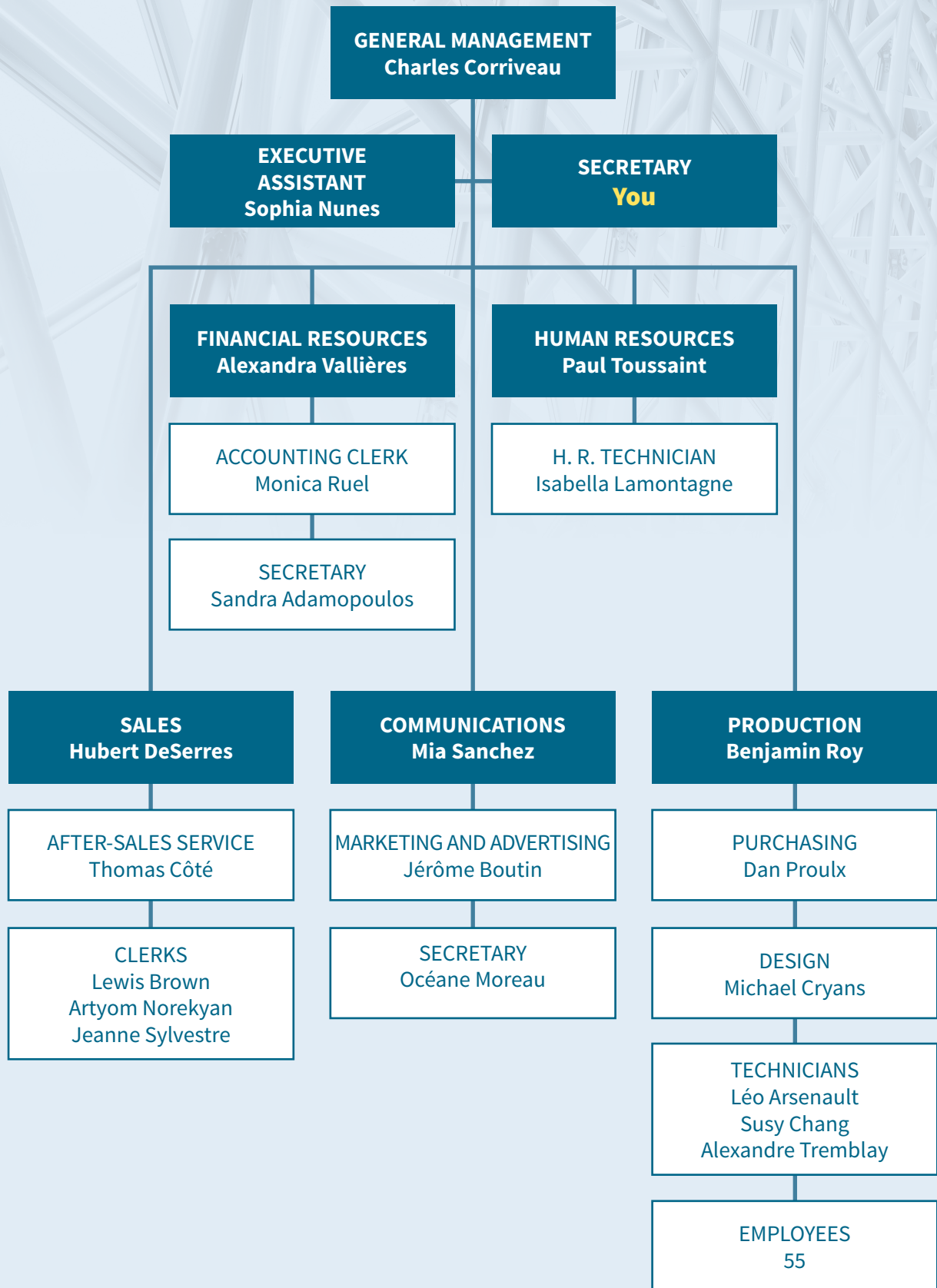
- General management
- Financial resources
- Human resources
- Sales
- Communications
- Production

The department managers are under the responsibility of the senior management (general management), as are the executive assistant and the secretary. Furthermore, as the organizational chart shows, each department manager may be responsible for one or more divisions with their own employees: e.g. after-sales service, marketing and advertising, purchasing, and design.

Organizational chart

A diagram of the administrative structure of a business or organization and the relationships between the positions in the organization.

A. B. STRUCTURES INC. Organizational Chart



1.1.1 *Classifying and Filing Your Personal Documents*

You undoubtedly already get letters or emails or have other important documents at home. These documents may contain personal information, information on your spending, product warranties, and other things. Therefore, your first task is classifying and filing your personal documents.

Filing personal documents can be very simple if you are well organized. However, if you leave piles of documents laying about in your office or on your counter for weeks or months, it can become a more difficult task.

A personal document is any piece of information or written material, file or memento that you have received or produced.



NB

Classifying and *filing* a document are two different things. When you file a document, you store it in the location corresponding to the **code** assigned to it. When you classify a document, you assign a code to it using the firm's **classification plan**.

Code

Means of designating the category of a document. A code can be alphabetical, numerical or alphanumerical.

Descriptor

Heading in a classification system that is used to identify the contents of a document.

Classification plan

List of words or group of words—accompanied by numerical, alphabetical or alphanumerical codes—which is used to classify and file a firm's documents. Each **descriptor** in the plan is accompanied by a classification code.

1 List at least ten personal documents that you currently have at home.

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____



>> Compare your answers with the ANSWER KEY.

Needless to say, personal documents have different lifespans. Some can be destroyed after a few months or a few years, while others must be kept for your entire life.



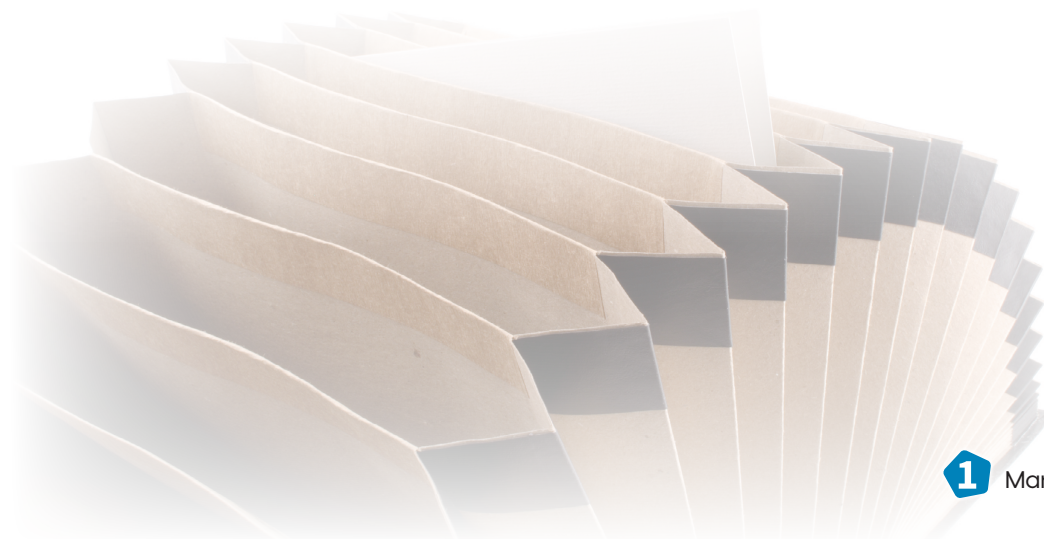
2

To fill out the following table, refer to the webography for the competency at [portailsofad](http://portailsofad.com), and click on the heading “Durée de conservation des documents/Description,” which provides a link to a Government of Québec website with helpful information (in French only). For each document in the table, put a check mark in the proper column to indicate whether it should be retained or destroyed.

PERSONAL DOCUMENT	RETAIN	DESTROY
a) Electricity bill (from four years ago)		
b) Cellphone bill (from a year ago)		
c) Repair bill (for your old car)		
d) Bank statement (from last month)		
e) Tax return (from last year)		
f) Birth certificate		
g) Transcript of grades (from last term)		
h) Sales contract for your house		
i) Receipt for property taxes (from six years ago)		
j) Secondary school diploma		
k) Will		

>> Compare your answers with the ANSWER KEY.

You can file your personal documents in various ways. The simplest is to create categories (broad titles or subjects) and, if necessary, subcategories, and file the documents in file folders labelled with the name of each category. Sometimes, you can make your life easier by buying an expanding file (or accordion file) with the categories already created.

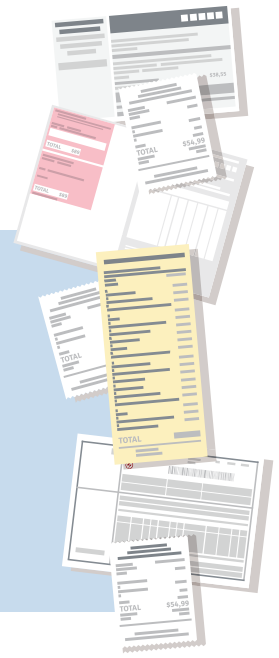


3

Classify the following personal documents listed in the table below by category.

You can also create subcategories: e.g. a credit card statement would be classified in the category “Finances” or the “Spending” subcategory of the “Finances” category.

- | | |
|--|--|
| a. RRSP (Registered Retirement Savings Plan) statement | i. Transcript of high school grades |
| b. Residential insurance contract | j. Car insurance contract |
| c. Sales contract for house | k. Electricity bill |
| d. Life insurance contract | l. Property tax bill for current year |
| e. Telecom services bill | m. Bank statement |
| f. Secondary school diploma | n. TFSA (Tax Free Savings Account) statement |
| g. Bill for car repairs | o. Repair bill for washer |
| h. Bill for purchase of refrigerator and stove | |



CATEGORY	DOCUMENTS
Automobile	Example: <i>Bill for car repairs (g)</i>
Moveable assets	
Finances	
Housing	
Education	
Utilities	

>> Compare your answers with the ANSWER KEY.

Becoming Acquainted With Document Management Terms

Now that you are comfortable with classifying and filing your own personal documents, you will be introduced to some of the different terms used in document management.

Your task will consist of identifying the equipment and materials required in document management and becoming familiar with different types of businesses, as well as good ergonomic habits at work. This information will help you in your filing duties.

Document management is essential to an organization's efficient functioning. An incorrectly filed document is a lost document.

Not so long ago, hard-copy versions of documents were used predominantly in business. However, in recent years, digital documents have become prevalent and **electronic document management (EDM)** is used to manage these documents. Consequently, firms must adapt their filing systems to this new reality, either by integrating an off-the-shelf EDM program or by using a custom-built solution.

Electronic Document Management Systems (EDMS)

There are a number of different electronic document management programs, some specialized, some more general. These programs are databases, i.e. software used to enter a large quantity of information which then can be processed automatically.

Databases make it easier to search for and sort information and to prepare and print out various reports.

Electronic document management (EDM)

Computerized process used to organize and manage an organization's electronic documents and information. EDM also refers to the software programs used to manage these electronic documents.

These systems therefore allow you to manage a firm's classification plan and records retention schedule; create **indexes**; process active, semi-active and inactive files; and provide the right information to the right person at the right time.

Computerized document management also makes it quick and easy to find information and eliminates certain time-consuming mechanical operations. In addition, EDM facilitates the disposition of documents that no longer have active or semi-active status and allows you to generate a document destruction list. Lastly, these systems help you manage loans of files and documents and provide uniform and consistent indexes.

Filing systems may be organized alphabetically, numerically, alphanumerically or chronologically. Each firm adopts the system that is best suited to its needs. We will look at filing systems in greater depth as part of the second learning situation.

Index

List of all the descriptors in a classification plan, along with their codes and synonyms.



Filing Equipment and Supplies

Filing equipment and materials are similar from firm to firm. In the Technical Support portion of this program, you will have the opportunity to practise ordering various materials, including those used in document management.

- 4** What am I? Using the appropriate reference tools (dictionaries, *The Gregg Reference Manual*, etc.), associate each term with its appropriate definition below.

- | | | |
|---------------------------|--------------------------|--------------------------------------|
| • File | • Reference | • Letter- or legal-sized file folder |
| • File storage box | • Document | • Hanging file folder |
| • Window tab | • Lateral filing cabinet | • Index |
| • Vertical filing cabinet | • Archives | |
| • File folder label | • Document management | |

- a) Any type of written material or computer file containing information. Any information medium, including the data it contains, that can be read by a human being or a machine.
-
- b) A set of documents on a given subject.
-
- c) A set of documents, regardless of their date or characteristics, produced or received by a person or organization to meet their needs or for the purposes of carrying out their activities and retained for their general information value.
-

d) Affixed to a hanging file folder to identify a set of files. Made of plastic. A label identifying the contents of the file folders (name of file or series of files) is inserted in it.

e) Holds file folders, which in turn contain various documents. Identification tabs can be inserted in the perforations.

f) Cardboard cover used for filing documents.

g) The organization and management of all the documents and data that a firm needs to carry out its activities.

h) Generally used for storing documents that are consulted infrequently or for the conservation of archives. Must be well labelled to allow its contents to be quickly identified and located.

i) Tool used to identify categories, subcategories, divisions and subdivisions for classifying documents.

j) Information inserted in an alphabetical index to help users find a subject.

k) Piece of furniture used for filing documents that generally has between two and four drawers.

l) Common piece of office furniture that facilitates the consultation of documents. Only one drawer can be opened at a time.

m) Used to identify files.

>> Compare your answers with the ANSWER KEY. ✓



Ergonomics


Ergonomics is the scientific organization of work. More concretely, it consists of adapting work, tools and the work environment to people, rather than the inverse. Anything that is ergonomic is therefore adapted to people.

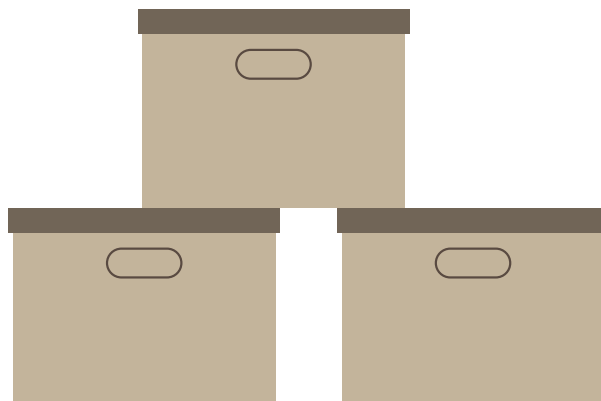
Although administrative staff are less exposed to occupational accidents, diseases and injuries than, say, construction workers, some tasks do involve risks. Therefore, it is important for you to adopt good ergonomic habits in the workplace.



5

Summarize in your own words the habits that you should adopt when lifting a file storage box.

>> Compare your answers with the ANSWER KEY. 



Types of Businesses

There are different types of businesses, the most well-known being private companies and public service enterprises. Public service enterprises may sometimes be confused with parapublic firms or government (Crown) corporations.

Private companies can be distinguished from public service enterprises and parapublic firms by the fact that they belong to one or more owners and are not government-funded. Here are some examples of private companies:

- **Métro** is a Québec-based food and pharmaceutical retailer and distributor active across Canada.
- **Vidéotron** is a Canadian telecommunications firm. It is active in cable television, Internet access services, wireless communications and cable telephony in most residential and commercial markets in Québec, and also in Ontario. It is a subsidiary of Québecor Média.

Public service enterprises are directly associated with a government department or agency, e.g. :

- The **Ministère du Revenu**, in the provincial government, is responsible for collecting income and other taxes.
- Your neighbourhood **library** is run by your municipality, which is a public agency.

Parapublic firms are indirectly associated with government bodies and are government-funded. Examples include:

- Your **school board**
- Your **Centre intégré universitaire de santé et de services sociaux (CIUSSS)**
- Your region's **CEGEP**.

Under Article 4.1 of the *Act respecting the Ministère des Finances* (chapter M-24.01), “state-owned enterprises are legal persons, the majority of whose members or directors are appointed by the Government.” Examples include Hydro-Québec and the Régie de l’assurance maladie du Québec.



6


For each organization, put a check mark in the column corresponding to the category in which it belongs.

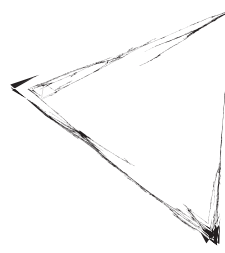
ENTREPRISE	PUBLIC	PARAPUBLIC	PRIVATE	GOVERNMENT CORPORATION
a) Hydro-Québec				
b) Desjardins				
c) Bombardier				
d) Centre hospitalier de l'Université Laval (CHUL)				
e) Loto-Québec				
f) Familiprix				
g) Air Canada				
h) Société des alcools du Québec				
i) Université du Québec à Rimouski				
j) Walmart				
k) Home Depot				
l) Ministère de l'Éducation et de l'Enseignement supérieur				
m) Canac				
n) Société de l'assurance automobile du Québec				
o) Exceldor				
p) SSQ Groupe financier				
q) Prévost				

7

List four private companies in your region that you would like to work for.

- _____
- _____
- _____
- _____

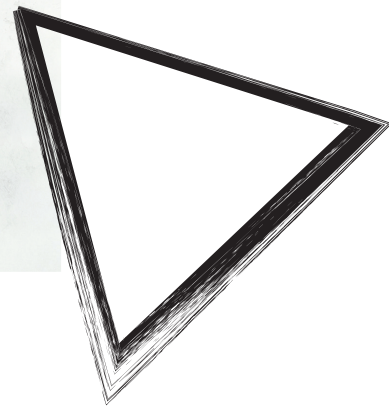
>> Compare your answers with the ANSWER KEY. 



Identifying the Characteristics of an Administrative Document

The documents belonging to A. B. Structures Inc. are similar to those in any other firm. However, each document has its specific characteristics, which you should be aware of before classifying and filing it.

This task will put you to work identifying the characteristics of the documents that you must file as a secretary at A.B. Structures Inc.



Whether internal or external, the documents that A. B. Structures produces and receives go through the same process of creation, distribution and reception.

Storage Media

A. B. Structures uses different media to store and preserve its documents. A storage medium is a material on which information is recorded (paper, digital or computer media, magnetic tape or disk, videotape, optical disk, microfilm, etc.). Although some of these media are no longer used, they are nonetheless preserved since they contain archives.



8 Name various storage media that A. B. Structures Inc. could use to preserve its documents.

e.g.: **external hard drive**

A. B. Structures employees produce documents using traditional and modern tools. Documents are stored on various storage media, using the following document creation tools:

- Pen or pencil: telephone messages, **bills of lading**, etc.
- Computer: contact lists, reports, invoices, graphics, all documents that can be recorded on digital or print media
- Digital camera: photographs that can be recorded on optical (or digital) media and printed
- Voice recorder: dictation, meetings, conferences, etc., on a microcassette, hard disk, flash drive or USB memory stick

Bill of lading

Document in which a carrier takes responsibility for delivering goods to a recipient, whose contact information and address are clearly indicated.

Before computers, traditional methods of distributing and receiving documents included the postal service, internal mail (transmission of documents within the same organization) and fax machine.

Today, electronic tools are used to distribute and receive information. With the advances made in computers, the trend is to process information in a form that makes it easier to convey, i.e. in virtual form. A. B. Structures uses various methods, including document scanning and email messaging.


Types of Documents

A. B. Structures orders office supplies regularly from a vendor, using a catalogue illustrating all the items the vendor sells.

Organizations have different types of documents. Their defining features are their contents and the nature of the document.

9 List eight types of documents that you have to file as part of your duties.

- | | |
|---------|---------|
| • _____ | • _____ |
| • _____ | • _____ |
| • _____ | • _____ |
| • _____ | • _____ |

>> Compare your answers with the ANSWER KEY. 


Internal and External Documents

Organizations produce and receive a large number of administrative documents, which help them run more efficiently. An **internal document** is a document that was created in one of the firm's administrative units and is intended to be used inside or outside the organization. An **external document** originates from outside the organization and is intended for a person or department inside the firm.

For example, staff in the Finance department at A. B. Structures deal with similar numbers of internal and external documents, taking into account the invoices the department generates as well as those it receives.

- 10** For each document on the list, put a check mark in the appropriate column to indicate whether it is internal or external.

DOCUMENT	INTERNAL	EXTERNAL
a) Firm's organizational chart		
b) Complaint letter from a customer		
c) Minutes of meeting of firm's Board of Directors		
d) Plans for a prefabricated structure manufactured in firm's plant		
e) Purchase invoice for office supplies		
f) Sales invoice for commercial structure		
g) Employment contract with Manager of Financial Services		
h) Invitation to conference organized by the Chamber of Commerce		
i) Bank statement		
j) Samples of new materials		
k) Board of Directors resolution		

>> Compare your answers with the ANSWER KEY. 

Characteristics of Documents

The documents circulating in an organization can be characterized by a number of criteria such as the type of information conveyed, confidentiality, importance and lifespan. These characteristics can be used to classify documents.

What types of documents do office staff produce and receive? They are numerous and varied. Here are a few examples at A. B. Structures Inc.:

- a summary of the most recent training meeting, produced in a word processing program and stored on the computer of Isabella Lamontagne, human resources technician

- a series of PowerPoint presentations created by Mia Sanchez and stored in OneDrive, a file hosting service
- photographs of structures taken with a digital camera and stored on Michael Cryans' external hard drive
- inventory reports generated by the database and sent by email.

The information in internal and external documents can either be personal identifying information or administrative information.



Personal Identifying Information

Personal identifying information is confidential information that can be used to identify an individual.

Examples of documents containing personal identifying information include an employee's CV, transcripts of grades, tax returns and personnel files.

Sometimes, office staff have to give documents to their colleagues or managers. They must use a great deal of discretion when handling documents with personal identifying information.

For example, as a secretary, you cannot give a colleague's CV to just any employee who asks for it. Instead, you should tell this person that, owing to the document's confidential nature, only authorized personnel have access to it.

The following information in an employee's file is administrative in nature and is not personal identifying information:

- first and last name
- job status (permanent or temporary) and position
- work address and phone number.

However, if the file contains:

- the employee's social insurance number
- home address and phone number

it is said to contain personal identifying information, since this information could be used to identify the person in question.

Administrative Information

A document is said to contain administrative information when the firm needs this information to manage its operations.

Examples include a purchase order, financial statement, bid or the minutes of a meeting.

Can a document contain both personal identifying and administrative information? Yes, since some documents are necessary for the smooth running of the firm while containing information of a confidential nature.

- 11** You have documents to file and you wonder if they contain personal identifying or administrative information. Indicate with a check mark which type of information the following documents contain.

DOCUMENT	PERSONAL IDENTIFYING INFORMATION	ADMINISTRATIVE INFORMATION
a) Sales contract for a building		
b) Personnel files of maintenance staff		
c) An employee's CV		
d) Minutes of the latest management meeting		
e) Birth certificate of an office employee		
f) Landscaping contract		
g) Cheque from a supplier		
h) Manager's employee file		
i) Organizational chart		

>> Compare your answers with the ANSWER KEY. ✓



Categories of Documents at a Glance

The nature of a document depends on the information it contains. In some cases, measures will be required to limit the document's circulation.

CONFIDENTIAL DOCUMENT

Contains secret information belonging to the firm. Divulging this information could be harmful to the firm. Only authorized personnel are allowed to consult confidential documents. Access to these documents is very restricted and sometimes even prohibited.

TEMPORARY DOCUMENT

Document used or produced for a limited period of time—in other words, it will not be preserved once the work has been completed. Examples include working documents and handwritten notes.

CRITICAL DOCUMENT

A document that is necessary and indispensable for the firm to function properly.

It is used for legal and administrative purposes. It ensures that the firm can continue to function in the event of a disaster. This type of document is very often kept in a disaster-proof location such as a vault.

PERSONAL IDENTIFYING DOCUMENT

A personal identifying document contains personal information allowing an individual to be identified. According to the *Act respecting Access to documents held by public bodies and the Protection of personal information*, the contents of a personal identifying document must remain confidential unless the person concerned has authorized that they be divulged.



12 Determine the category of the following documents.

DOCUMENT	CATEGORY
a) Dictionary	
b) Firm's letters patent	
c) Employee's pay slip	
d) Patent	
e) Handwritten notes taken by participant in a meeting	
f) Minutes of Board of Directors meeting	
g) Slip for tax deductions at source	
h) Users' guide for stationary machine in plant	
i) Application for business loan from a financial institution	
j) Office supplies catalogue	
k) Collective agreement with production employees	
l) Invitation from Chamber of Commerce	
m) Invoice for purchase of chairs	
n) Budget for current year	

>> Compare your answers in the ANSWER KEY.

Administrative Units

A firm's administrative units are an integral part of its organizational chart. For example, A. B. Structures' Financial Resources Department is an administrative unit that is in charge of managing certain types of documents. It is made up of a group of employees who have the same immediate supervisor.

GENERAL MANAGEMENT

- Coordinates the firm's activities according to the decisions made and ratified by the Board of Directors;
- Determines the firm's mission, objectives, action plans and business strategies;
- Makes decisions on the firm's day-to-day operations;
- Is responsible for managing information;
- Represents the firm at various levels;
- Sets working conditions in collective and labour agreements.

FINANCIAL RESOURCES

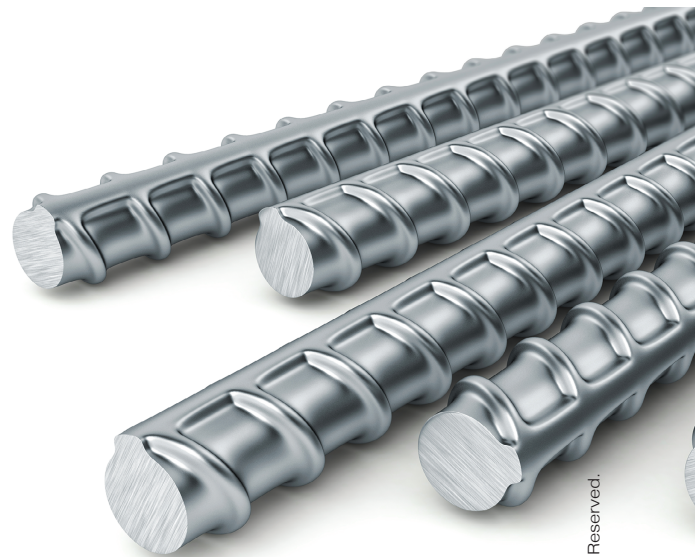
- Draws up annual budget estimates;
- Reviews the budgets of all the administrative units;
- Produces financial statements, tax returns and various other tax reports;
- Processes invoices (customers' and suppliers');;
- Keeps firm's accounting records up to date.

HUMAN RESOURCES

- Coordinates recruiting and hiring processes;
- Implements and enforces collective and labour agreements;
- Follows up on personnel-related matters (requests for sick or parental leave, vacations, etc.);
- Develops ongoing training programs and staff development programs;
- Ensures compliance with the *Act respecting occupational health and safety*;
- Works in tandem with other administrative units to put in place occupational accident and disease prevention measures.

SALES

- Manages the administrative portion of the sales cycle;
- Formulates the sales plan;
- With Customer Service, oversees order processing, to ensure compliance with prices, timelines and quality of service.



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AFTER-SALES SERVICE

- Manages and follows up on customer complaints;
- Keeps customer records up to date;
- With other administrative units, discusses practices to be adopted to ensure customer satisfaction;
- Follows up on requests for information.

COMMUNICATIONS

- Gathers, compiles and analyzes market data;
- Develops strategies to promote awareness of the firm's products and services;
- Promotes the firm's activities.

MARKETING AND ADVERTISING

- Develops marketing plans (market analysis, determination of targets, action plan, advertising focus and media);
- Designs operations to increase the sales of the firm's goods and services.

PRODUCTION

- Manages inventory;
- Oversees the manufacturing of products;
- Designs new products;
- Manages production equipment;
- Purchases the raw materials required to manufacture products.

PURCHASING

- Manages firm's buildings and moveable assets and their maintenance;
- Ensures safety of buildings;
- Prepares tender documents and ensures follow-up (bids, tenders and contracts);
- Manages computer resources;
- Ensures sustainable development by adopting resource-use policies.

DESIGN


- Analyzes customers' needs;
- Explores new technologies;
- Creates products.



13

Using the organizational chart for A. B. Structures Inc. (page 5), indicate which administrative unit (and not division) is responsible for each of the documents listed below.

TYPE OF DOCUMENT	ADMINISTRATIVE UNIT RESPONSIBLE
a) Purchase invoice for office supplies	
b) Job application	
c) Board of Directors' minutes	
d) Payroll journal	
e) Advertising in regional newspaper	
f) Contract for updating website	
g) Group insurance contract	
h) Purchase agreement for machinery	
i) Bank statement	
j) Training expenses	
k) Invitation to a convention	
l) Blueprint for new steel structures	
m) Legal notice	
n) Firm's charter	
o) Written complaint from a supplier	
p) Work description	
q) Proceedings of session at Canadian Manufacturers and Exporters convention	
r) Employee file	

>> Compare your answers with the ANSWER KEY. 



Main and Secondary Documents

The **main document** is the original copy of a document. It is the responsibility of the administrative unit in charge of processing, and ensuring follow-up for, the information in the document. The **secondary document** is a partial or complete copy of the main document. It can end up in one or more administrative units that are not responsible for it, where it is used as a reference.

Value of Documents

The value of a document is dependent on its contents, i.e. its subject or the information it contains. A document can have several different types of value at the same time.

ADMINISTRATIVE VALUE

Documents that concern the activities or requirements of the firm's management are considered to be of administrative value. Consequently, most of a firm's documents have administrative value.

Examples: organizational chart, meeting minutes

FINANCIAL VALUE

Any document concerning a firm's financial activities is said to be of financial value and will also have administrative value.

Examples: invoices, budget estimates

LEGAL VALUE

Documents with administrative value and, in addition, contain information of a legal nature that could be used in court are considered to have legal value.

Example: a contract of sale for industrial land

HISTORICAL VALUE


After a few months or years, a document having one or more of these values is considered to be of historical value if it refers to an event in the firm's history or the firm's establishment.

Example: photos of the inauguration of a new plant



- 14** Using the organizational chart for A. B. Structures Inc. (page 5), indicate the value of the documents listed below and the administrative unit responsible for the main document.

TYPE OF DOCUMENT	VALUE				ADMINISTRATIVE UNIT RESPONSIBLE FOR MAIN DOCUMENT
	A	F	L	H	
a) Invoice					
b) A resignation letter from an employee					
c) Press release					
d) Manufacturing drawings for the firm's products					
e) Mock-up for firm's new website					
f) Bid to supply raw materials					
g) Complaint letter from a customer					
h) Brochure on a new product made by the firm					
i) Mortgage loan contract					
j) Application for parental leave					
k) Lease for machinery					
l) Sales contract for a lot					
m) Photos of the inauguration of the firm's new building					
n) Financial statements					

>> Compare your answers with the ANSWER KEY. 



Applying File Creation Rules

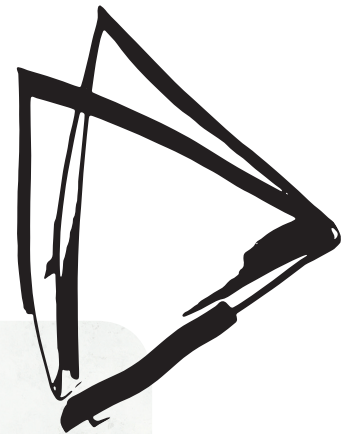
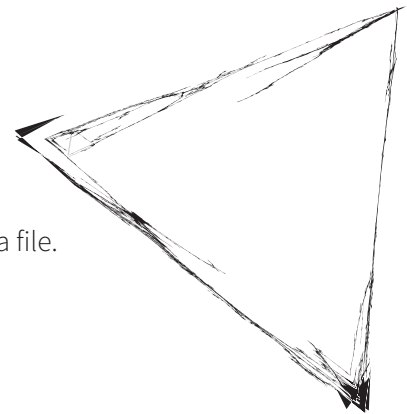
You have a large number of documents to analyze and classify since the firm's restructuring. Fortunately, you have the knowledge needed to meet this challenge, allowing you to safely file these documents away.

In document management, file creation is an important step, allowing documents to be filed based on their subject. It first requires an analysis of the documents in question.

Process for Analyzing Documents Before File Creation

Here is an example of the steps involved in analyzing the documents in a file.

1. Take an inventory of the documents in the file.
2. Ascertain the contents of each document.
3. Ascertain the subject.
4. Group all the documents on the same subject together.
5. File the documents in existing files or create a new file.
6. Give the new file a name that reflects its contents.



A. B. Structures' Customer Service department has received a complaint letter from a customer. After dealing with the complaint, the department sends you the letter so that it can be filed. Referring to the preceding steps, examine the steps below that you will be required to follow to file this document:

1. When you receive mail or documents from employees, you put them in a folder titled *To be filed*. You do the same with emails that arrive in your inbox.
2. When you are ready to begin analyzing the documents, you peruse the contents of the complaint letter sent to you by Customer Service.
3. You write the subject (or code if applicable) on the top right-hand corner of the document.
4. You collect all the documents on the same subject.
5. If there is already a file folder for some of the documents, you file them there. If not, you create a new file. Since there is already a file under this customer's name, you file the document in this file. You also could have created a new file and called it *Customer Complaints*.
6. When you create a file, you give it an appropriate name that reflects its contents, to make it easy to find the documents later.



15 Analyze documents D1 to D10 in Appendix 1 (see pages 143 to 147) and fill out the following tables.

Document number: D1	
Internal <input type="checkbox"/> External <input type="checkbox"/>	Main <input type="checkbox"/> Secondary <input type="checkbox"/>
Administrative unit responsible:	
Subject of document:	
Name of file created:	

Document number: D2	
Internal <input type="checkbox"/> External <input type="checkbox"/>	Main <input type="checkbox"/> Secondary <input type="checkbox"/>
Administrative unit responsible:	
Subject of document:	
Name of file created:	

Document number: D3	
Internal <input type="checkbox"/> External <input type="checkbox"/>	Main <input type="checkbox"/> Secondary <input type="checkbox"/>
Administrative unit responsible:	
Subject of document:	
Name of file created:	

Document number: D4	
Internal <input type="checkbox"/> External <input type="checkbox"/>	Main <input type="checkbox"/> Secondary <input type="checkbox"/>
Administrative unit responsible:	
Subject of document:	
Name of file created:	

Document number: D5	
Internal <input type="checkbox"/> External <input type="checkbox"/>	Main <input type="checkbox"/> Secondary <input type="checkbox"/>
Administrative unit responsible:	
Subject of document:	
Name of file created:	

Document number: D6	
Internal <input type="checkbox"/> External <input type="checkbox"/>	Main <input type="checkbox"/> Secondary <input type="checkbox"/>
Administrative unit responsible:	
Subject of document:	
Name of file created:	




Document number: D7	
Internal <input type="checkbox"/> External <input type="checkbox"/>	Main <input type="checkbox"/> Secondary <input type="checkbox"/>
Administrative unit responsible:	
Subject of document:	
Name of file created:	

Document number: D8	
Internal <input type="checkbox"/> External <input type="checkbox"/>	Main <input type="checkbox"/> Secondary <input type="checkbox"/>
Administrative unit responsible:	
Subject of document:	
Name of file created:	

Document number: D9	
Internal <input type="checkbox"/> External <input type="checkbox"/>	Main <input type="checkbox"/> Secondary <input type="checkbox"/>
Administrative unit responsible:	
Subject of document:	
Name of file created:	

Document number: D10	
Internal <input type="checkbox"/> External <input type="checkbox"/>	Main <input type="checkbox"/> Secondary <input type="checkbox"/>
Administrative unit responsible:	
Subject of document:	
Name of file created:	

>> Compare your answers with the ANSWER KEY. 

Scored Activity 1

 You must now submit **Scored Activity 1**.

Go to the SOFAD website (portailsofad.com) and download the document titled *Scored Activity 1*.

Complete the activity and hand it to your teacher, or send it to your tutor, according to with the terms and conditions provided when you registered.

DOCUMENT MANAGEMENT

A LEARNING GUIDE
FROM THE COLLECTION

HeadUp
Secretarial Studies

With the HeadUp learning guides, students acquire competency through authentic work situations so that they are ready to deal with the demands and needs of the labour market.

The learning guide **Document Management** is fully compliant with the vocational program in secretarial studies (DVS 5857), in the training sector of administration, commerce and computer technology.

As students perform the assigned tasks, they acquire elements of the competency *Perform document management*:

- File documents;
- Create files;
- Process active, semi-active and inactive documents.

The learning guide **Document Management** consists of three work situations:

- 1 Manage documents
- 2 File the firm's documents in accordance with its classification plan
- 3 Process documents and use document management software

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The learning guide and the answer key (PDF), as well as complementary digital resources, are available online at portailsofad.com.

