HeadUp

Secretarial Studies

LEARNING GUIDE

960-554

IN COMPLIANCE WITH THE NEW *Program of Study*

DOCUMENT MANAGEMENT

2nd Edition

6

SOFAD

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In this document, the masculine gender is used solely for the sake of brevity, with no discrimination intended.

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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
960-501	01	The Occupation and the Training Process	15	1
960-515	02	Proofreading	75	5
960-526	03	Word Processing	90	6
960-534	04	Quality of Written English	60	4
960-544	05	Customer Service	60	4
960-554	**06**	**Document Management**	**60**	**4**
960-562	07	Producing Spreadsheets	30	2
960-572	08	Designing Presentations	30	2
960-584	09	Business Texts in English	60	4
960-596	10	Accounting Operations	90	6
960-605	11	Business Correspondence	75	5
960-613	12	Creating Databases	45	3
960-623	13	Handling Cash	45	3
960-635	14	Translation	75	5
960-644	15	Producing Tables and Charts	60	4
960-656	16	Visual Design of Documents	90	6
960-666	17	Business Texts in French	90	6
960-672	18	Digital Media	30	2
960-683	19	Interacting in French	45	3
960-695	20	Following Up on Business Correspondence	75	5
960-704	21	Meetings and Events	60	4
960-714	22	Producing Reports	60	4
960-722	23	Technical Support	30	2
960-733	24	Coordinating Multiple Tasks	45	3
960-746	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 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.

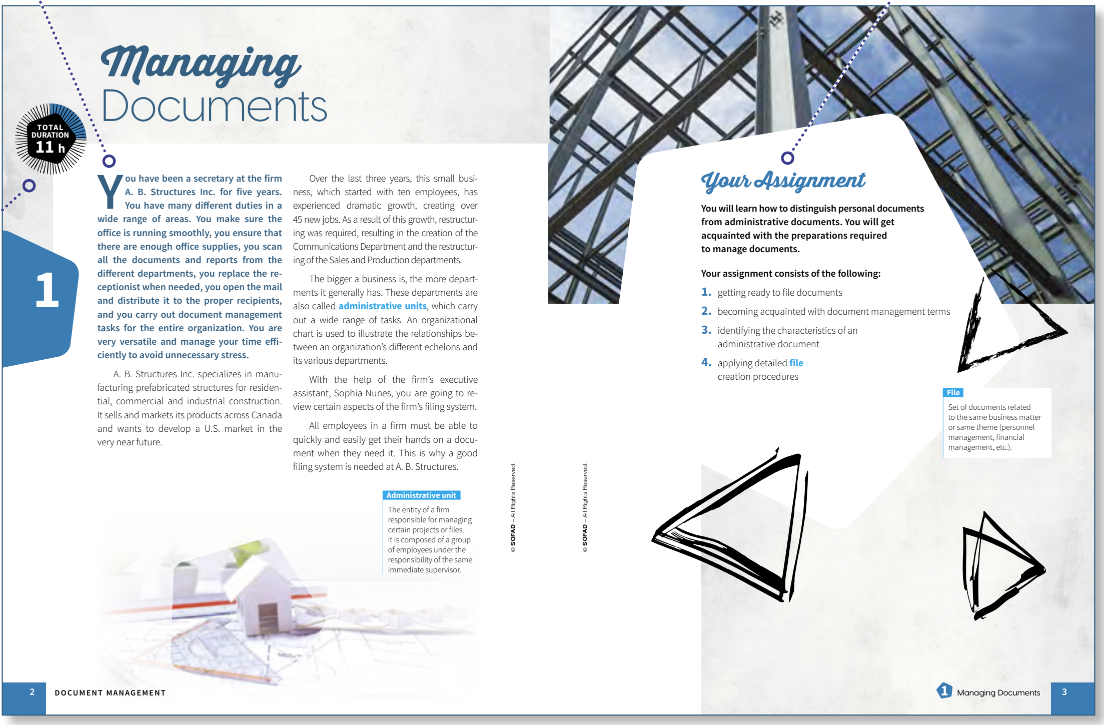
TABLE DES MATIÈRES
APPENDICES

OVERVIEW OF THE LEARNING GUIDE

Opening pages

1
Managing
Documents
1 Managing Documents
1

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.

Managing Documents

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:

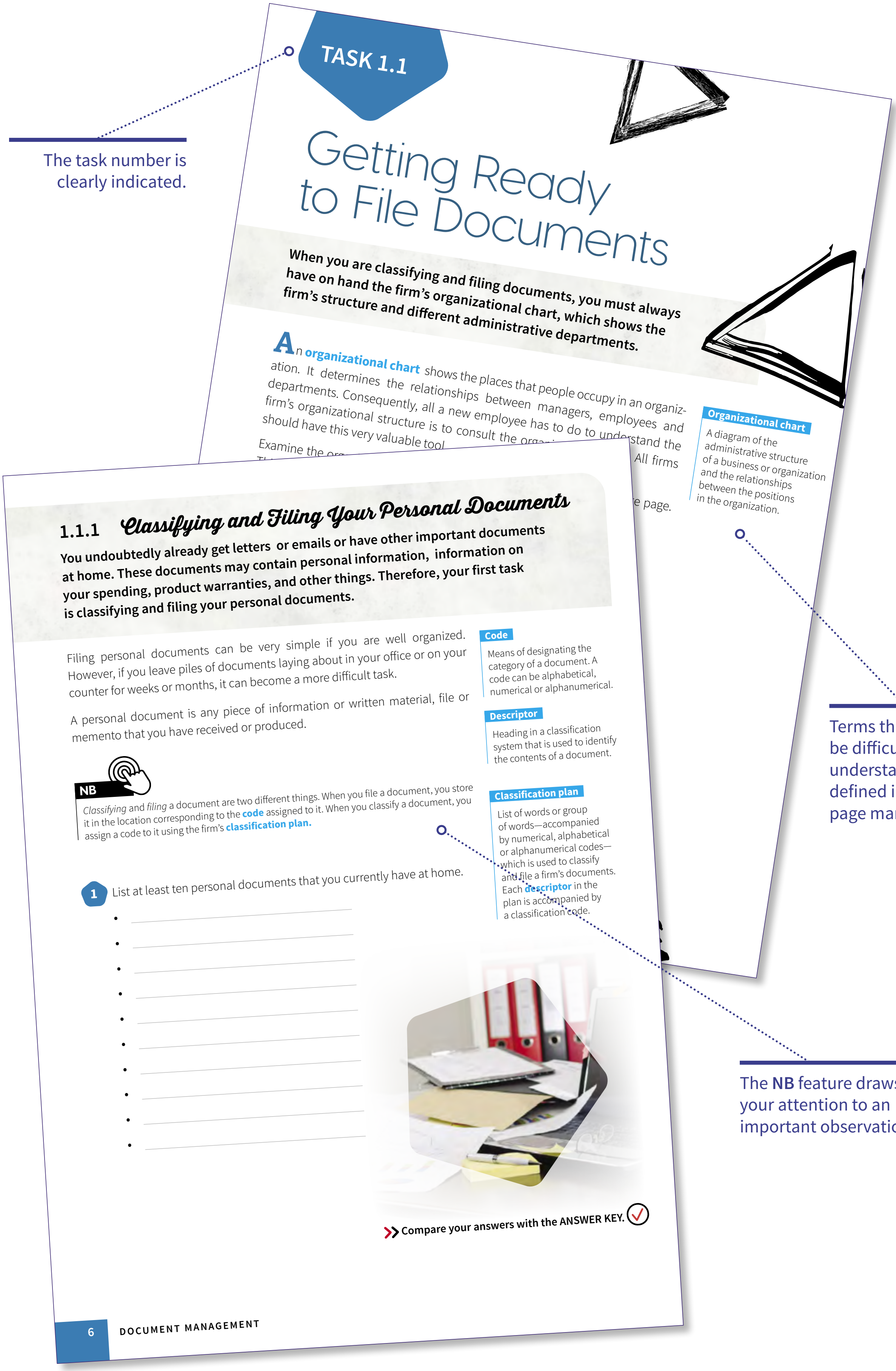
1. getting ready to file documents
2. becoming acquainted with document management terms
3. identifying the characteristics of an administrative document
4. applying detailed **file** creation procedures

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

2 DOCUMENT MANAGEMENT

1 Managing Documents 3

Situation Highlights



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 orga All firms should have this very valuable tool.

Examine the org

Th e 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. ✓

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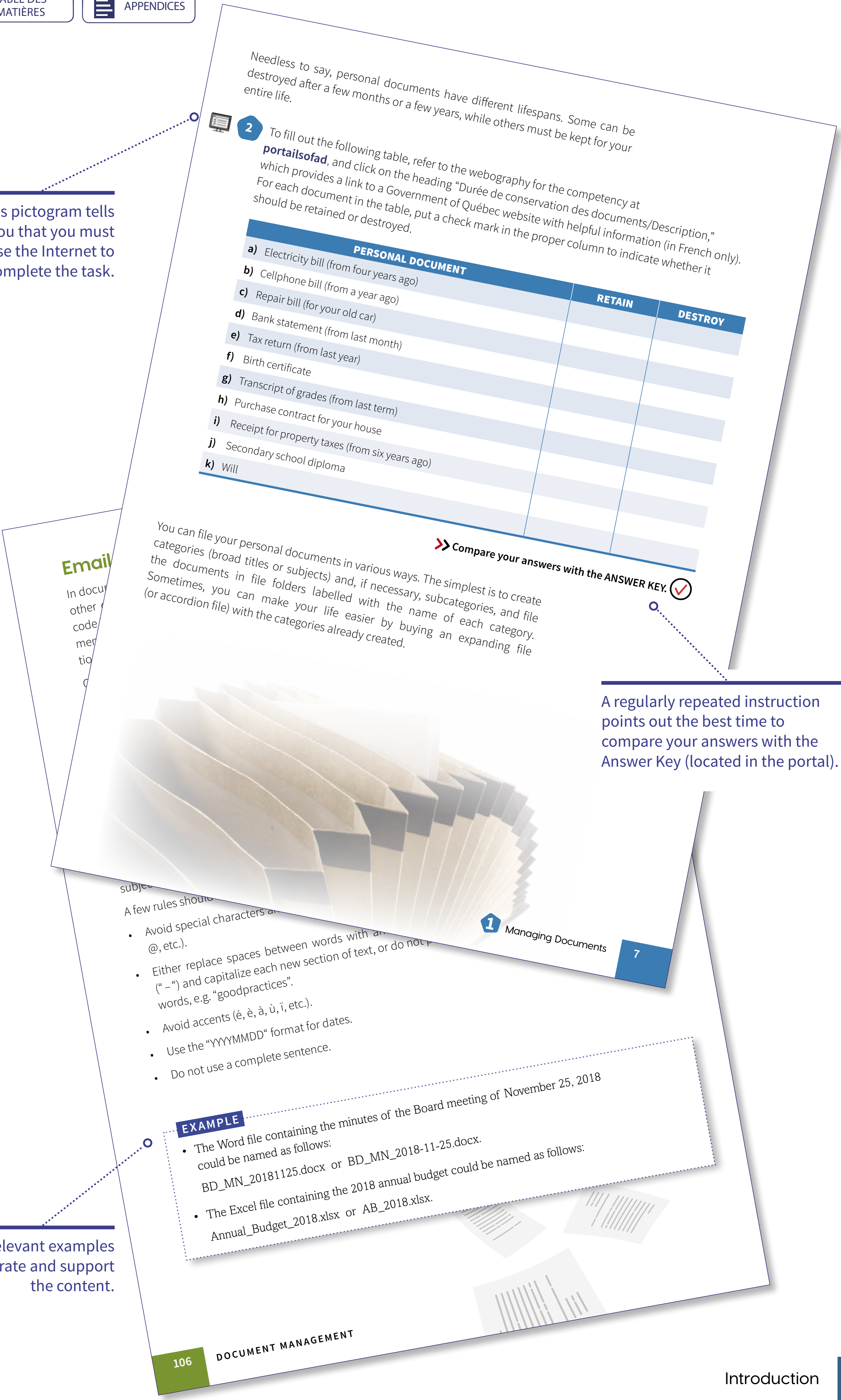
The task number is clearly indicated.

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.

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**, 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) Purchase 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.

1 Managing Documents 7

A regularly repeated instruction points out the best time to compare your answers with the Answer Key (located in the portal).

Email

In docu
other
code
men
tio
C

subje

A few rules shoul

- Avoid special characters a
@, etc.).
- Either replace spaces between words with a
("–") and capitalize each new section of text, or do not p
words, e.g. "goodpractices".
- Avoid accents (é, è, à, ù, ï, 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.

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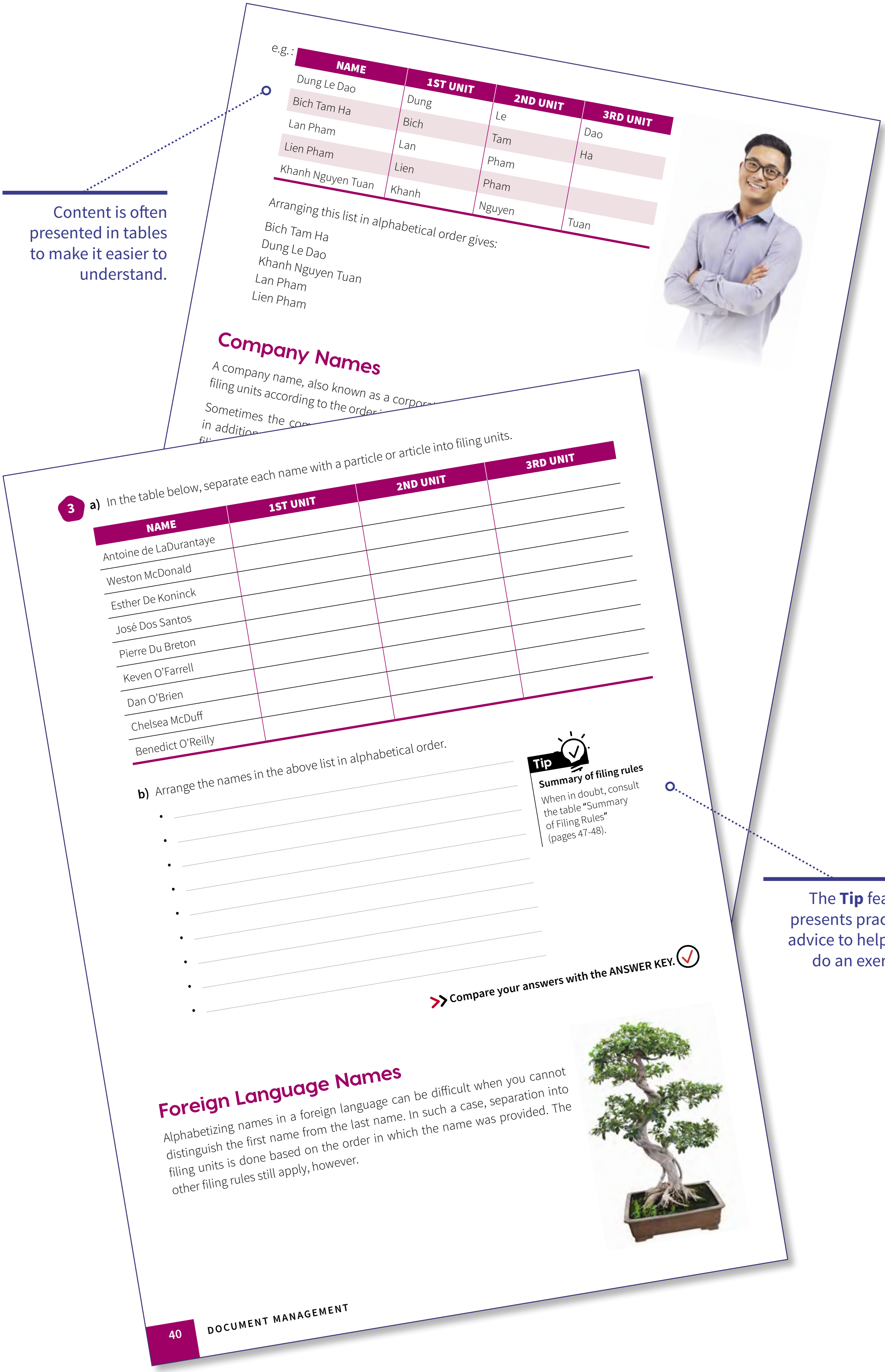
Relevant examples illustrate and support the content.

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 corpor
filing units according to the order

Sometimes the com
in addition

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.

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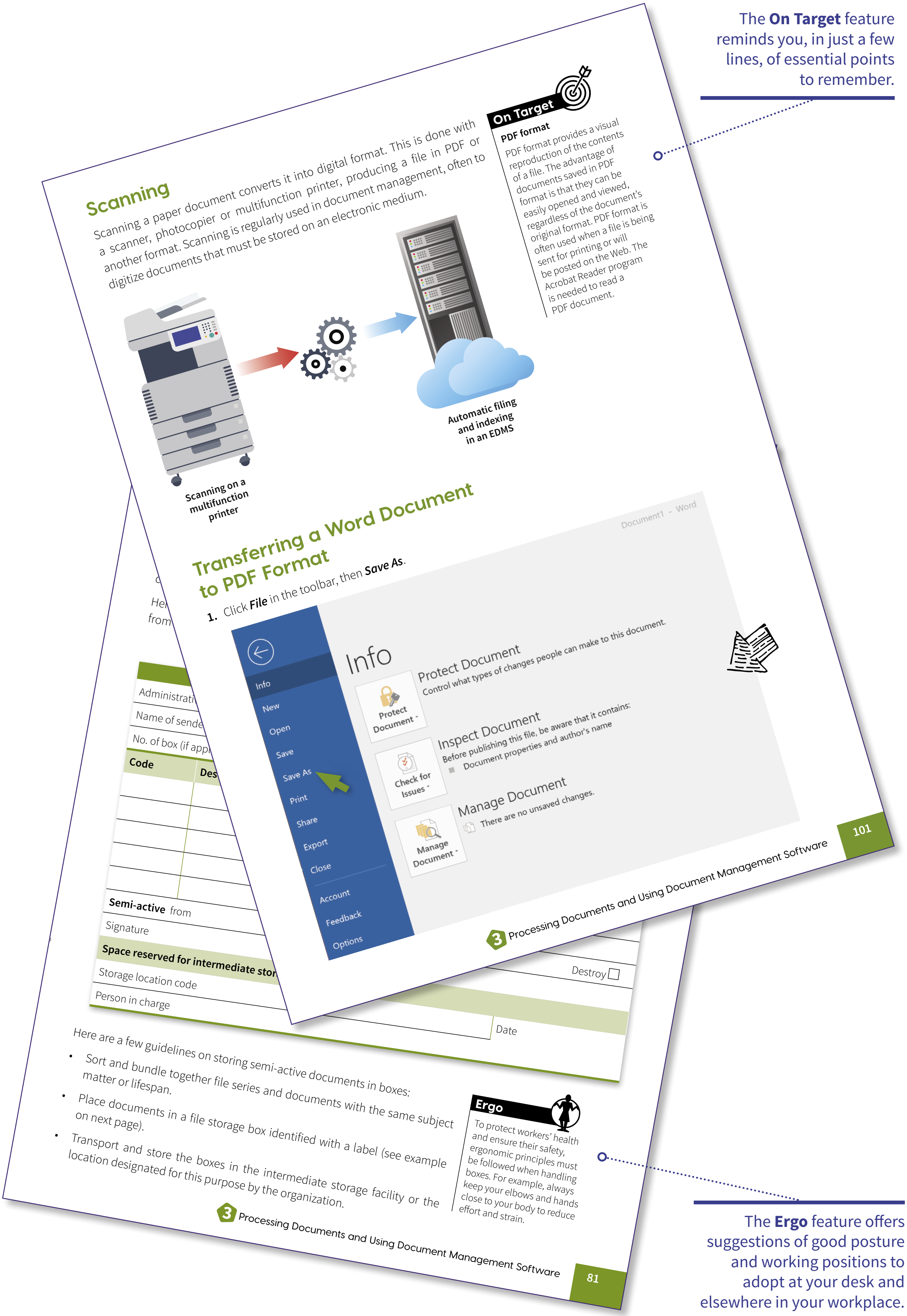
The **Tip** feature presents practical advice to help you do an exercise.

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



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

Automatic filing and indexing in an EDMS

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.

Transferring a Word Document to PDF Format

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

Document1 - Word
Info
New
Open
Save
Save As
Print
Share
Export
Close
Account
Feedback
Options
Info
Protect Document
Protect Document
Control what types of changes people can make to this document.
Check for Issues
Inspect Document
Before publishing this file, be aware that it contains:
Document properties and author's name
Manage Document
Manage Document
There are no unsaved changes.

3 Processing Documents and Using Document Management Software 101

Administrati
Name of sende
No. of box (if appl

Code	Des

Semi-active from

Signature

Space reserved for intermediate stor

Storage location code

Person in charge

Destroy ☐

Date

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

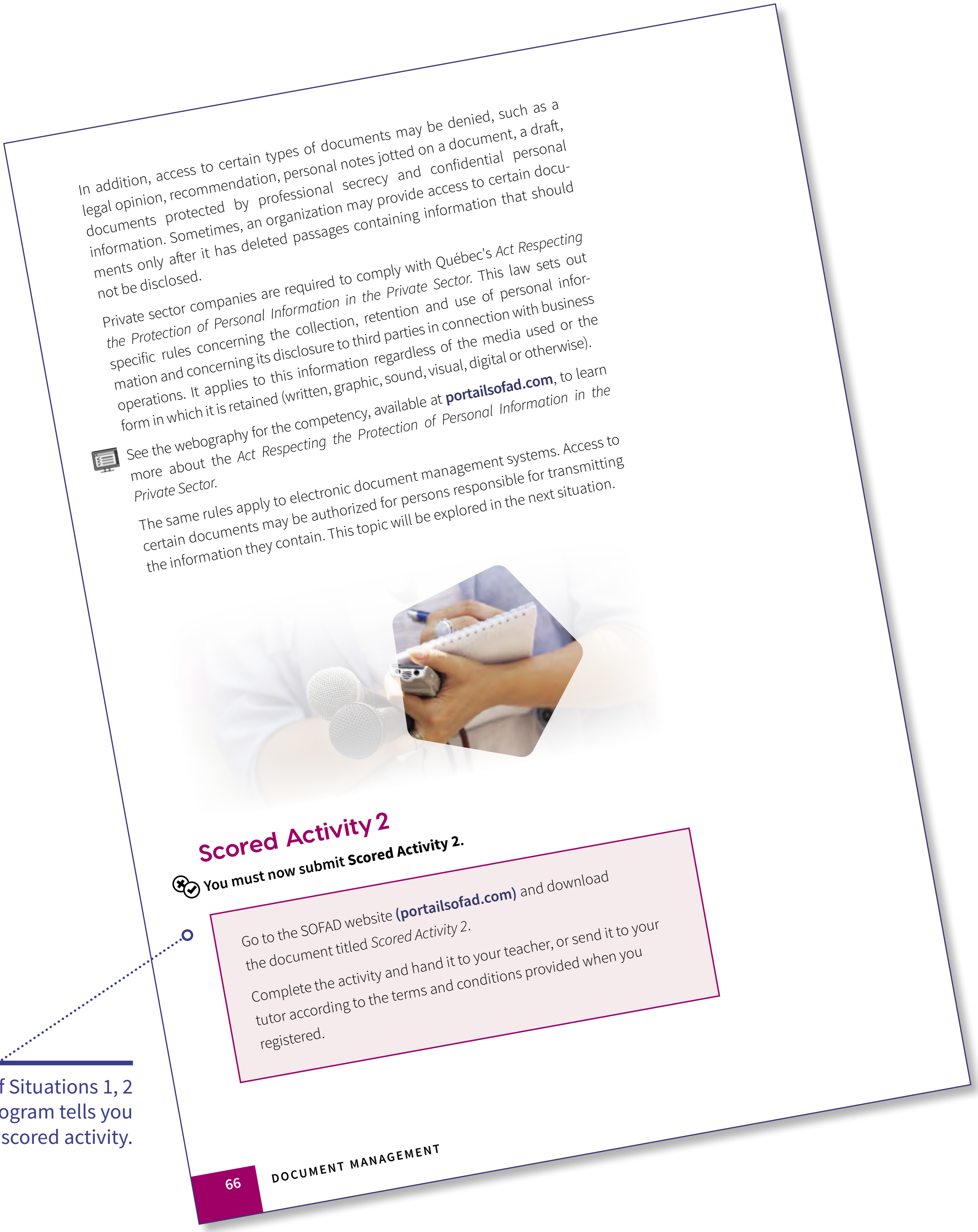
- Sort and bundle together file series and documents with the same subject matter or lifespan.
- Place documents in a file storage box identified with a label (see example on next page).
- Transport and store the boxes in the intermediate storage facility or the location designated for this purpose by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

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.

3 Processing Documents and Using Document Management Software 81

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.

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

COMPETENCY
6

DOCUMENT MANAGEMENT

2nd Edition

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

Discover our new HeadUp series: stimulating learning resources for contextualized training that promotes success both at school and in the workplace.

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

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