



ORIGINAL COURSE IMPLEMENTATION DATE: September 2026  
 REVISED COURSE IMPLEMENTATION DATE:  
 COURSE TO BE REVIEWED (six years after UEC approval): February 2032  
 Course outline form version: 29/08/2024

## OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

**Note: The University reserves the right to amend course outlines as needed without notice.**

<b>Course Code and Number:</b> LAA 01	<b>Number of Credits:</b> 0 <a href="#">Course credit policy (105)</a>										
<b>Course Full Title:</b> Legal Office Procedures <b>Course Short Title:</b> Legal Office Procedures											
<b>Faculty:</b> Faculty of Education, Community, & Human Dev.	<b>Department/School:</b> School of Continuing Education										
<b>Calendar Description:</b> Addresses foundational aspects of working in a law office and identifies the roles of its personnel. Covers identification and use of common legal office documents, filing, notification, and billing systems. Emphasizes confidentiality and ethical handling of client records, with particular attention to Indigenous clients. Provides practical skills used in a legal office setting.											
<b>Prerequisites (or NONE):</b>	Admission to the Legal Administrative Assistant certificate.										
<b>Corequisites (if applicable, or NONE):</b>	NONE										
<b>Pre/corequisites (if applicable, or NONE):</b>	NONE										
<b>Antirequisite Courses</b> ( <i>Cannot be taken for additional credit.</i> ) Former course code/number: Cross-listed with: Equivalent course(s): <i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>	<b>Course Details</b> Special Topics course: <b>No</b> <i>(If yes, the course will be offered under different letter designations representing different topics.)</i> Directed Study course: <b>No</b> <i>(See <a href="#">policy 207</a> for more information.)</i> Grading System: <b>Letter grades</b> Delivery Mode: <b>May be offered in multiple delivery modes</b> Expected frequency: <b>Twice per year</b> Maximum enrolment (for information only): <b>24</b>										
<b>Typical Structure of Instructional Hours</b> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <tr> <td style="width: 80%;">Lecture/seminar</td> <td style="width: 20%; text-align: center;">40</td> </tr> <tr> <td>Supervised laboratory hours (computer lab)</td> <td style="text-align: center;">15</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td style="text-align: right;"><b>Total hours</b></td> <td style="text-align: center;"><b>55</b></td> </tr> </table>	Lecture/seminar	40	Supervised laboratory hours (computer lab)	15					<b>Total hours</b>	<b>55</b>	<b>Prior Learning Assessment and Recognition (PLAR)</b> PLAR cannot be awarded for this course because: This is a course in a non-credit certificate program that relies on in-class experience and training.
Lecture/seminar	40										
Supervised laboratory hours (computer lab)	15										
<b>Total hours</b>	<b>55</b>										
<b>Scheduled Laboratory Hours</b> Labs to be scheduled independent of lecture hours: <b>No</b>	<b>Transfer Credit</b> (See <a href="#">bctransferguide.ca</a> ) Transfer credit already exists: <b>No</b> Submit outline for (re)articulation: <b>No</b> <i>(If yes, fill in <a href="#">transfer credit form</a>.)</i>										
<b>Department approval</b>	<b>Date of meeting:</b> October 30, 2025										
<b>Faculty Council approval</b>	<b>Date of meeting:</b> December 12, 2025										
<b>Undergraduate Education Committee (UEC) approval</b>	<b>Date of meeting:</b> February 27, 2026										

**Learning Outcomes**

Upon successful completion of this course, students will be able to:

1. Explain the structure and functions of British Columbia's court system, including the Provincial Court, Supreme Court, and Court of Appeal, the role of the Law Society of British Columbia, and Indigenous justice frameworks.
2. Use accurate legal terminology and common law concepts in written and verbal communication within a legal office environment, including respectful integration of Indigenous language terms where appropriate.
3. Describe the roles and responsibilities of legal administrative assistants.
4. Manage client files in accordance with Know Your Client (KYC) procedures while following confidentiality protocols including the culturally sensitive handling of Indigenous client information and integrate Indigenous consent principles for data stewardship.
5. Apply systems to effectively track limitation periods and court dates, incorporating Indigenous cultural protocols and sensitivity around timelines.
6. Maintain accurate billing, disbursement, and trust account records while respecting culturally appropriate fee considerations and client relationships.
7. Utilize digital tools in a legal office setting.
8. Practice research skills that transparently address the usage of artificial intelligence in legal documentation.
9. Apply professional telephone and email etiquette, client service skills, and trauma-informed communication techniques, with a focus on culturally safe interactions with Indigenous clients.
10. Reflect critically on Indigenous legal traditions, trauma-informed office practices, and the Truth and Reconciliation Commission Calls to Action as they apply to legal administrative work.

**Recommended Evaluation Methods and Weighting** (*Evaluation should align to learning outcomes.*)

Assignments:	25%	Project:	20%	%
Lab work:	30%	Holistic assessment:	25%	%

**Details:**

- Assignments: Document creation and formatting assignments
- Lab work: Practical skills demonstrations
- Project: Client file simulation and confidentiality assessment
- Holistic assessments: Indigenous office practice reflection, Indigenous guest sessions, contributions to the classroom community (client-centered professionalism; assessed by reflection, self-assessment, and instructor)

**NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.**

**Typical Instructional Methods** (*Guest lecturers, presentations, online instruction, field trips, etc.*)

Interactive lectures, in-class exercises, computer lab document preparation, guest-led Indigenous culture orientation, simulations

**Texts and Resource Materials** (*Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*)

Type	Author or description	Title and publication/access details	Year
1. Book	Tina Kamakris	Legal Office Procedures 8th Edition	Current
2. Book	Campbell, K.M., & Wellman, S. (Eds.).	Justice, Indigenous Peoples, and Canada: A History of Courage and Resilience	Current
3. Indigenous knowledge	Jessica Barudin & Hiba Zafran	Introduction to Trauma-Informed Rehabilitation with Indigenous Clients	Current
4.			

**Required Additional Supplies and Materials** (*Software, hardware, tools, specialized clothing, etc.*)

Computer with reliable internet access – preferably with a microphone and camera option. See the technical [requirements webpage](#).

**Course Content and Topics**

- Introduction to law and court structure in BC
- Legal terminology and Indigenous language integration
- Roles in the legal office
- File opening and Know Your Client (KYC) protocols
- Document creation and formatting
- Diary systems, limitations and bring-forwards
- Billing, disbursements and accounts
- Digital file and email systems
- Effective legal communication
- Integrating cultural competency with Indigenous clients
- Technology fundamentals