

Office Administration

Diploma

Program Objective

The Office Administration Diploma program prepares students to work in an office environment as administrators and assistants. The program provides students with comprehensive knowledge and office skills to make them successful as assistants in business settings.

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available for those who qualify.

Graduate requirements: Students must maintain a 75% program average to obtain a certificate.

Method of Delivery

Integrated Learning™ System training facilitated by Academy of Learning College facilitators.

Career Opportunities

This program prepares students to work in fast-paced office environments as corporate secretaries, executive assistants, office administrators, and special assistants. Upward mobility in this role is possible with experience, motivation, dedication, and a positive attitude.

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.

Program Prerequisites

Candidates must be able to keyboard at a minimum speed of 10 wpm, and possess basic knowledge and experience relating to PC hardware and software.

Duties and Responsibilities

- Responding to business-related requests by telephone and e-mail
- Effectively utilizing software (e.g., Word, Excel, Outlook, and PowerPoint)
- Organizing and filing office/business records
- Preparing reports and assisting with the overall functions of departments
- Performing a variety of clerical and administrative tasks
- Reliable, well-organized, adaptable, and detail-oriented
- Effective time management skills
- Ability to meet deadlines
- Self-directed and team-oriented
- Positive attitude

Competencies upon Completion

Core Courses

- **Keyboarding**
Minimum 40 words per minute (WPM)
- **Operating Systems**
Advanced level of proficiency in a Windows 7 operating system and basic level of proficiency in a Windows 8.1 operating system
- **Word Processing**
Advanced level of proficiency in Microsoft Word
- **Spreadsheets**
Intermediate level of proficiency in Microsoft Excel
- **Database Management**
Advanced level of proficiency in Microsoft Access
- **Graphics/Presentation**
Advanced level of proficiency in Microsoft PowerPoint
- **Office Skills**
Personal Computer Fundamentals for End Users, Internet Fundamentals, Punctuation and Writing Skills, advanced level of proficiency in Microsoft Outlook, Office Procedures Levels 1 and 2, and Basic Bookkeeping Levels 1 and 2
- **Business Skills**
Business Correspondence Levels 1 and 2, Customer Service Essentials, Business Planning, Human Resource Management, and Management Fundamentals
- **Simulations and Drills**
Word Processing and Spreadsheet Practical Applications
- **Accounting**
QuickBooks Premier
- **Job Readiness/Employability Skills**
Thought Patterns for a Successful Career

