

# **Office Administration**

## Office Administration

### Administrative Professional



#### Description

The Administrative Professional program equips you with the skills and knowledge to become an office professional in today's business environment. During the certificate year, you will learn essential office skills such as business office procedures, software applications and business communication. Pending approval for 2011/2012, the diploma year will provide advanced skills for the business world and an opportunity to gain specialized skills in three areas: bookkeeping, project management, or the medical field. Potentially, co-op work placements may be available for diploma students.

- ✓ 55% in English 30-1 or 60% in English 30-2 or equivalency
- ✓ 50% in Applied Math 10 equivalency
- ✓ Keyboarding speed of 20 words per minute
- ✓ Program interview

#### English Language Proficiency

You must provide proof of English Language Proficiency (ELP) prior to admission if English is your second language. Acceptable evidence of ELP may be one of the following:

- ✓ CLBA 7
- ✓ TOEFL Internet-based test score 71 (overall score)
- ✓ IELTS 6.0 (minimum score)
- ✓ CAEL score over 60

#### Provisional Admission (For applicants whose first language is not English)

Applicants who do not meet the required English Language Proficiency (ELP) scores for admission may be granted provisional admission. A student who has provisional admission must satisfy certain conditions within the first term of enrolment and by the date specified in their provisional offer of admission. Students with lower than expected ELP scores will be required

to enrol and successfully complete the non-credit course, Business Communication Effectiveness for ESL Learners, in their first term along with a maximum of four Administrative Professional courses. This course will help students build their reading, writing and listening skills to be successful in the program. Full acceptance and continuance in the program will be limited until the provisions have been met.

#### Receiving CAP Sites

All CAP sites; can also be done on a home computer or at the workplace. Contact Program Advisor for details.

#### Contact Information

Dianne Ockerman  
Phone: (780) 644-6461  
Web site: [www.norquest.ca](http://www.norquest.ca)

#### Current Classes:

BUSN 1164 - MS Word and Keyboarding	\$744	BUSN 1275 - Business Communications II	\$372
BUSN 1167 - MS Excel	\$372	BUSN 1194 - Work Experience for	
BUSN 1171 - Business Office Procedures	\$372	Administrative Professionals	\$372
BUSN 1173 - Business Communications I	\$372	BUSN 1179 - Professional Relations	\$372
BUSN 1180 - Advanced Excel	\$372		
BUSN 1186 - Accounting Basics	\$372		
BUSN 1188 - Event Management	\$372		
BUSN 1178 - Advanced Computer Applications	\$372		

Note: All courses are continuous intake and require high speed internet.

## Office Administration Online Intensive Diploma



### Description

Online studies use the power of the Internet to deliver learning that is independent of time and location. Courses are equivalent to an on-campus program but are designed for students in communities lacking college campuses. Courses can be completed from home using a personal computer with Microsoft Office 2007, Windows Vista, and Internet access.

If you have been out of the workforce for some time or are currently underemployed, this Online Intensive Diploma Program will refresh your skills and help you learn the new office technologies. Over 82% of the graduates of this program obtain training-related positions within six months of graduation and many are in administrative office support services.

You may complete the full program from your home community or you may complete some of the courses online, and then complete the program on campus in Grande Prairie or with any of our partner institutions. Upon successful completion of 30 credits in the program, you will graduate with an Intensive Diploma in Office Administration.

**Intake is continuous for this program.**

### Receiving CAP Sites

All CAP sites; can also be done on a home computer or at the workplace. Contact Program Advisor for details.

### Contact Information

Sharron Barr, Program Advisor

Phone: (780) 539-2979 or (780) 539-2777

Toll-free: 1-888-539-4772

Email: [officeadmin@gprc.ab.ca](mailto:officeadmin@gprc.ab.ca)

Web site: [www.gprc.ab.ca](http://www.gprc.ab.ca)

### Prerequisites

This unique program gives credit for prior work experience and learning so students can earn a highly marketable diploma in eight months. Students entering this program will typically have a minimum of three years of office work experience; however, it is not unusual for a student to enter this program with far greater than three years of experience. Students typically have a solid understanding of office procedures and have good typing skills. If you have previous post-secondary business training or experience and are interested in online delivery, this program will be an excellent choice for you.

### Admission Requirements

Previous post-secondary business training and/or experience is required.

The curriculum in this program is specifically designed with the assumption that students entering the program have one or more of the following qualifications. However, all students are evaluated on an individual basis, and anyone interested in the program is encouraged to contact the program advisor for further information.

### Office Experience

Students entering this program will typically have a minimum of several years of office work experience; however, it is not unusual for a student to enter this program with five years of experience or more. These students have a solid understanding of office procedures and are very strong

typists. These students normally fall into the following categories:

- a. Students who have been absent from the workforce for an extended period of time and want to re-enter the work force but need to update their skills in office technologies (and be able to provide a current credential to potential employers).
- b. Students who have worked in an office for many years but have moved to the Grande Prairie area and want to enter the local workforce. These students have stated that even though they have extensive office experience, employers in Grande Prairie and the region require a recognized and current credential that indicates expert level knowledge in current office technologies.

- c. Underemployed students who are presently working in an office position, but want to be promotable or to attain higher paying and more responsible administrative positions.

Graduates from the Grande Prairie Regional College Office Administration Online Intensive Diploma are our most marketable students. This is due to the combination of their current intensive training in leading office technologies in combination with extensive work experience.

### Other Previous Work Experience

Students in this category entering the Intensive Diploma program have a minimum of five years work experience in a non-office position. In the past, we have typically admitted students who were in another profession and who wanted to

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change career streams for a wide variety of reasons. We have had teachers. Three of our students have graduated from our Intensive Diploma program and gone on to work in an office for some time, and then returned to teaching in the business education area. We have had nurses. Several of our “past nurses” had been injured and were no longer able to perform nursing duties. We have had a lawyer. One of our past graduates fled Bosnia with her family. She was a lawyer in her country, but her degree was not recognized in Canada. Her extensive experience and past education made her an excellent candidate for our diploma, and she now works as a legal assistant. We have had several graduates

who were accountants from Southeast Asia, Central America, South America, Japan and China. These students required a recognized credential from our College that would give them the skills to enter the workforce. These are just a few examples.

### Previous Post-Secondary Education

Students entering the Intensive Diploma program may also have a diploma or degree in another area of education or career training. In the past, we have had students with Bachelor of Arts degrees, Business diplomas, Marketing diplomas, Accounting diplomas, and others. The Intensive Diploma curriculum gives them

an eight-month course intensive program that allows them to move into an administrative office position. These students typically have high academic standing above what would be required in the program’s one-year certificate/two-year diploma stream.

### Fees

Tuition and related fees are approximately \$520 per course. Estimated books and supplies cost is \$150 per course.

## Current Classes:

- OA2040 (3) – Business Communications**
- OA2081 (3) – Comprehensive Records Management**
- OA2090 (3) – Internet Technology**
- OA2101 (3) – Professional Communications**
- OA2230 (3) – Microsoft Publisher and Integrating Microsoft Office 2007**
- OA2250 (1.5) – Skill Building III**
- OA2271 (3) – Microsoft Office Professional Excel 2007 Comprehensive**
- OA2280 (3) – Microsoft Word 2007, Expert Level**
- OA2291 (3) – Microsoft Access and PowerPoint Comprehensive**
- OA2620 (3) – Microsoft Word 2007, Core Level**

## Office Administration Part-Time Diploma



### Description

Keyano College's Office Administration Diploma is now available online. Study from home using your own Internet service provider to access courses from Keyano College, SAIT, and Red Deer College. Complete a minimum of eight required courses plus one option course to complete the second-year diploma. Taking your courses continuously you will be able to complete the entire program online within two years.

These courses offer the flexibility to study at home. As you work through a course, your instructor will be available to answer any questions, explain concepts, and provide continuous support and feedback. These are not correspondence courses, but rather online courses where you are continuously guided and supported by a qualified instructor.

### Receiving Cap Sites

All Cap Sites; can also be done on a home computer or at the workplace. Courses can be completed using a personal computer with Microsoft Office 2007, Windows Vista and Internet access.

### Admission Requirements

You may enroll in the diploma program if you have:

- Recently completed an Office Administration Certificate, or
- Completed Office Administration Certificate courses which are pre-requisites for diploma courses, or
- You may have acquired the Office Administration Certificate level of knowledge and skills through a combination of work experience and/or training. This may be enough to allow you entry directly into the online Office Administration Diploma program. You would be responsible for the prior knowledge and prerequisite knowledge. The diploma courses do require the prerequisite Office Administration Certificate courses or extensive experience with Microsoft Word, Excel, and Access. In addition, the expectation would be that you would have a high level of understanding with respect to document formatting, human relations, business communications and office procedures. You should have a keyboarding speed in excess of 45 wpm. If you believe that your experience has given you the above skills, and you would like to apply for an entrance assessment, please forward your resume and a current detailed job description to (780) 791-4952 (Attention: Student Advisor – Online Diploma Program). To be considered for entrance directly into the online diploma program, you MUST APPLY as per step one below.

### Application and Registration

1. Apply for admission to the program through Keyano College at the following site.  
[http://www.keyano.ca/Instruction/Student\\_Services/Admissions\\_and\\_Registration/Apply.asp](http://www.keyano.ca/Instruction/Student_Services/Admissions_and_Registration/Apply.asp)
2. Once admitted, you may register on the eCampus Alberta web site.
  - Select the course(s) you are interested in.
  - Be sure to select the CAP site nearest you that will provide learning services to you during your studies. These services include access to facilities and learning technology, financial and educational counseling, library and information services.  
<http://www.ecampusalberta.ca/>
3. Your instructor will contact you prior to the course start date and get you started learning online.

### Current Classes:

#### Required Courses:

- OA215 - Microsoft Word Expert (Keyano College)
- OADM201 - Electronic Spreadsheets II (Red Deer College)
- OADM395 - Professional Presentations II (SAIT)
- OADM390 - Report & Proposal Writing (SAIT)
- OADM380 - Supervision (SAIT)
- OA280 - Microsoft Access Expert (Keyano College)
- OA231 - Office Automation (Keyano College)
- OA233 - On-The-Job Training (Keyano College)

#### Option Courses:

- (One option course required)
- \*OADM200 - Desktop Publishing (Red Deer College)
  - OADM220 - Automated Accounting (Red Deer College)
  - OADM200 - Project Management I (SAIT)
  - \*VA170 - Web Design (Red Deer College)

\*Contact 1-800-251-1408 ext. 4801 - Online Program Advisor.

## Office Administration

### Virtual Assistant



#### Description

Trends in telecommuting, the growth of the Internet, and corporate downsizing have contributed to the growth of the virtual assistant profession. This online program will provide opportunities for students to gain entrepreneurial skills, attitudes, technology skills and related knowledge to adapt to providing office services virtually from their home offices. Students will learn how to create and market a viable home-based business using their technological skills to contract office support for-profit businesses and not-for-profit agencies. Optional specialization will allow students to select from other major support areas: automated accounting, web design, and electronic spreadsheets.

There are three intakes: beginning September, January and April of each year. Each course is 14 weeks in length.

#### Admission Requirements

##### A) Academic Requirements

1. Keyboarding Speed of 30 net words per minute on 3, 3-minute timings with 3 or fewer errors on each timing. For testing off-campus, contact Admissions at 403-342-3400 or [admissions@rdc.ab.ca](mailto:admissions@rdc.ab.ca)
2. 50% in ELA 30-1 or 65% in ELA 30-2, or equivalent.
3. Mature Student

You must be 19 years of age or older, out of high school at least one full year before the program commences, and have a minimum mark of 50% in ELA 30-1 or ELA 30-2, or a minimum score at the 50th percentile on the English component of the College Board Placement Test and a score of 2-3 on a writing sample.

##### B) Recommended

Note: While not an admission requirement for the program, in order to be successful students should have basic computer skills (able to function independently on basic computer software programs and able to carry out basic Internet navigation). Because of the entrepreneurial nature of Virtual Assistants, students should be independent learners who use time management skills to accomplish tasks.

#### Related Careers

Certificate graduates are prepared to operate an office services home-based business. Graduates may also transfer into the Office Administration Online Collaborative Diploma.

#### Transfer Features

Virtual Assistant Certificate courses will transfer to all Office Administration Certificate and Diploma Programs in colleges in Alberta but the amount of transfer credit will vary depending upon the program and college.

Study from home using your own internet service provider to access courses from Bow Valley College, Keyano College, Lethbridge College, SAIT, NorQuest College, Red Deer College, Olds College, and Grande Prairie Regional College. Taking your courses continuously you will be able to complete the entire program online within two years. Your instructor is available to answer any questions, explain concepts, and provide continuous support and feedback through email, fax, or phone. For further information, visit eCampusAlberta's web site or any of the providers listed above.

#### Contact Information

Bev Pederson  
 Administration Program  
 Virtual Assistant Coordinator  
 Red Deer College  
 Email: [inquire@rdc.ab.ca](mailto:inquire@rdc.ab.ca)  
 Phone: (403) 342-3400  
 Toll-free: 1-888-732-4630

## Office Administration

### Current Classes:

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- VA 100 - Document Formatting
- VA 110 - Communication Skills
- VA 120 - Basic Bookkeeping for Home Businesses
- VA 130 - Starting a Virtual Assistant Business
- VA 140 - Office Management for Virtual Businesses
- VA 150 - Marketing Your Virtual Business
- VA 160 - Virtual Practicum

#### Options

- VA 170 - Web Design
- OADM 201 - Electronic Spreadsheets
- OADM 220 - Automated Accounting

#### Cost

The cost for each course is \$370.25 (plus the cost of textbooks). Although the Red Deer College Calendar shows the total cost of the certificate, you may pay for the courses on a per course basis. The total cost for textbooks is approximately \$1000. For current book prices for each course, refer to the Red Deer College Bookstore web site at [www.bookstore.rdc.ab.ca](http://www.bookstore.rdc.ab.ca)

#### Minimum Computer Requirements

Please contact Bev Pederson for an introductory package and check the web site for further details:

[www.rdc.ab.ca/office\\_administration/va\\_certificate.html](http://www.rdc.ab.ca/office_administration/va_certificate.html)