Area of Interest: Business

Office Administration - General

Ontario College Certificate
1 Year

Ottawa Campus

Our Program

Play a central role in operational success, by exploring a career in office administration.

The one-year Office Administration Ontario College Certificate program provides the knowledge and skills that prepare you for a rewarding office administration career.

Develop both theoretical and applied skills during various simulated office situations. Practise conducting administrative procedures and producing industry-standard documents. Enhance your ability to use digital tools by conducting research and mastering Microsoft Office applications and other industry-standard software packages.

Our experienced faculty is dedicated to preparing you with the skills you need to succeed in your career. Graduate with essential office skills, as well as critical skills for success, such as resourcefulness, responsibility, creative thinking and problem solving.

After graduating, this flexible one-year program gives you the option to pursue a specialized education by taking one of Algonquin College’s Office Administration diploma programs. Earn a diploma after completing one more year of studies in either the Executive, Health Services, or Legal Studies specializations.

Graduates may find employment opportunities in a variety of entry-level support staff or administration positions in both public and private sectors.

SUCCESS FACTORS

This program is well-suited for students who:

- Enjoy working in an office environment.
- Possess excellent communication skills (written, verbal, technological) and interpersonal skills.
- Are detail-oriented, organized and committed to achieving excellence in their work.
- Can be self-directed in a team environment.
- Have the ability to work at a computer for extended periods of time.
- Possess basic numeracy skills.

Employment

Graduates are equipped with skills for a variety of entry-level support staff or administration positions in both public and private sectors.

Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics.
2. Schedule and coordinate tasks, within specific deadlines and according to set priorities.

3. Receive, process and distribute communications in the workplace to assist the flow of information.

4. Operate and provide support related to the use of office equipment and technologies.

5. Locate, file and retrieve documents and records from a variety of electronic and paper sources to support daily office operations.

6. Record basic financial information using established document formats, procedures and accounting software.

7. Produce routine business documents using available technologies and established standards and formats.

8. Use interpersonal and client service skills to respond to diversity and to support the vision and mission of the organization.

9. Compile resources as well as services to prepare summary reports.

10. Select and use information technologies to support communication with internal and external stakeholders.

11. Assist in the organization and coordination of meetings and travel arrangements.

12. Identify and apply discipline-specific practices that contribute to the local and global community through social responsibility, economic commitment and environmental stewardship.

**Program of Study**

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<tr>
<th>Level: 01</th>
<th>Courses</th>
<th>Hours</th>
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<tbody>
<tr>
<td>ENL1962</td>
<td>English Fundamentals</td>
<td>42.0</td>
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<tr>
<td>OFF2275</td>
<td>Document Production I</td>
<td>70.0</td>
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<tr>
<td>OFF2373</td>
<td>Administrative Procedures</td>
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<td>OFF2377</td>
<td>Computer and Presentation Applications</td>
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<td>OFF2378</td>
<td>Interpersonal Relations</td>
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<td>QUA2227</td>
<td>Business Math Foundations</td>
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<tr>
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<tr>
<td>ENL1813B</td>
<td>Communications I</td>
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<td>OFF2276</td>
<td>Document Production II</td>
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<td>OFF2300</td>
<td>Advanced Word Processing</td>
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<tr>
<td>OFF2395</td>
<td>Spreadsheet Applications (OA)</td>
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Choose one from equivalencies:

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<th>Courses</th>
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<tr>
<td>GED0210 General Education Elective</td>
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**Fees for the 2020/2021 Academic Year**

Tuition and related ancillary fees for this program can be viewed by using the Tuition and Fees Estimator tool at [https://www.algonquincollege.com/fee-estimator](https://www.algonquincollege.com/fee-estimator).

Further information on fees can be found by visiting the Registrar’s Office website at [https://www.algonquincollege.com/ro](https://www.algonquincollege.com/ro).
Fees are subject to change.

Additional program related expenses include:
Books and supplies cost approximately $2,200 for the program duration and can be purchased at the campus store.

Admission Requirements for the 2021/2022 Academic Year

College Eligibility

- Ontario Secondary School Diploma (OSSD) or equivalent. Applicants with an OSSD showing senior English and/or Mathematics courses at the Basic Level, or with Workplace or Open courses, will be tested to determine their eligibility for admission; OR
- Academic and Career Entrance (ACE) certificate; OR
- General Educational Development (GED) certificate; OR

Program Eligibility

- English, Grade 12 (ENG4C or equivalent).
- Applicants with international transcripts must provide proof of the subject specific requirements noted above and may be required to provide proof of language proficiency. Domestic applicants with international transcripts must be evaluated through the International Credential Assessment Service of Canada (ICAS) or World Education Services (WES).
- IELTS-International English Language Testing Service (Academic) Overall band of 6.0 with a minimum of 5.5 in each band; OR TOEFL-Internet-based (iBT) Overall 80, with a minimum of 20 in each component: Reading 20; Listening 20; Speaking 20; Writing 20.

Should the number of qualified applicants exceed the number of available places, applicants will be selected on the basis of their proficiency in English.

Admission Requirements for 2020/2021 Academic Year

College Eligibility

- Ontario Secondary School Diploma (OSSD) or equivalent. Applicants with an OSSD showing senior English and/or Mathematics courses at the Basic Level, or with Workplace or Open courses, will be tested to determine their eligibility for admission; OR
- Academic and Career Entrance (ACE) certificate; OR
- General Educational Development (GED) certificate; OR

Program Eligibility

- English, Grade 12 (ENG4C or equivalent).
- International applicants must provide proof of the subject specific requirements noted above along with proof of either: (IELTS / TOEFL) IELTS-International English Language Testing Service (Academic) Overall band of 6.0 with a minimum of 5.5 in each band; OR TOEFL-Internet-based (iBT) Overall 80, with a minimum of 20 in each component: Reading 20; Listening 20; Speaking 20; Writing 20.
- Applicants with international transcripts must provide proof of the subject specific requirements noted above and may be required to provide proof of language proficiency.

Should the number of qualified applicants exceed the number of available places, applicants will be selected on the basis of their proficiency in English.

Application Information

OFFICE ADMINISTRATION - GENERAL
Program Code 0210X01FWO

Applications to full-time day programs must be submitted with official transcripts showing
completion of the academic admission requirements through:

ontariocolleges.ca
60 Corporate Court
Guelph, Ontario N1G 5J3
1-888-892-2228

Students currently enrolled in an Ontario secondary school should notify their Guidance Office prior to their online application at http://www.ontariocolleges.ca/.

Applications for Fall Term and Winter Term admission received by February 1 will be given equal consideration. Applications received after February 1 will be processed on a first-come, first-served basis as long as places are available.

International applicants please visit this link for application process information: https://algonquincollege.force.com/myACint/.

For further information on the admissions process, contact:

Registrar`s Office
Algonquin College
1385 Woodroffe Ave
Ottawa, ON K2G 1V8
Telephone: 613-727-0002
Toll-free: 1-800-565-4723
TTY: 613-727-7766
Fax: 613-727-7632
Email: mailto:AskUs@algonquincollege.com

Additional Information

The program is delivered over two levels of 14 weeks each and students can be admitted in either the September or January intake. Students starting in January complete the second level during the summer.

Bring Your Own Device (BYOD): As a student in this on-campus program, you will require a mobile computing device that meets the specifications outlined by your program at https://algonquincollege.com/byod.

PLEASE NOTE that in the Office Administration programs there are certain courses where it is mandatory for the students to have a Windows-based computer as some of the software application functions used in the program do not run effectively on other platforms (even when running via Parallels on MAC). MAC laptops and Chromebooks will not be supported in the Office Administration programs.

This program has flexible delivery options.

For more information, please contact Cathy Collyer, Program Coordinator, at 613-727-4723 ext. 5214 or mailto:collyec@algonquincollege.com.

Prior Learning Assessment and Recognition. Students who wish to apply for prior learning assessment and recognition (PLAR) need to demonstrate competency at a postsecondary level in all of the course learning requirements. Evidence of learning achievements for PLAR candidates may include a comprehensive challenge examination and/or completion of a portfolio.

Course Descriptions

ACC2207 Bookkeeping

The ability to accurately record day-to-day transactions is an essential skill for bookkeepers and office administration staff. Students begin the accounting cycle, analyzing and recording business transactions and summarizing these transactions in financial statements using Generally Accepted Accounting Principles. Activities focus on the manual preparation of accounting records.

Prerequisite(s): QUA2227
Corequisite(s): none
ENL1813B Communications I

Communication remains an essential skill sought by employers, regardless of discipline or field of study. Using a practical, vocation-oriented approach, students develop stronger grammar and business-writing skills to become effective business communicators. Through a combination of lectures, exercises, and independent learning, students practise writing, speaking, reading, listening, locating and documenting information, and using technology to communicate professionally. Students develop and strengthen communication skills that contribute to success in both educational and workplace environments.

Prerequisite(s): none
Corerequisite(s): none

ENL1962 English Fundamentals

Students develop language skills necessary to promote success in program courses and, ultimately, business careers. Students achieve correctness and mastery in writing sentences appropriate to a business environment through the study of English language usage, grammar, mechanics, and style. Skills acquired in these areas enable students to demonstrate competence in composing, editing, and proofreading written messages.

Prerequisite(s): none
Corerequisite(s): none

GED0210 General Education Elective

Students choose one course from a group of general education electives, which meets one of the following four theme requirements: Arts in Society, Civic Life, Social and Cultural Understanding, and Personal Understanding.

Prerequisite(s): none
Corerequisite(s): none

OFF2275 Document Production I

Keyboarding is an essential skill in today's office environment as well as the ability to produce documents that meet acceptable Canadian business standards. Students develop skills in formatting documents for business-related correspondence with an emphasis on following instructions, proofreading and the correct use of software functions. Students are also assessed on keyboarding speed and accuracy to a minimum rate of 30 words per minute and a production rate of 15 words per minute using word processing software.

Prerequisite(s): none
Corerequisite(s): none

OFF2276 Document Production II

Business documents represent proof of an organization's communications and transactions and, as such, must be produced in an efficient and consistent manner. Students work to ensure that their keyboarding speed is up to 40 words per minute and that their production rate is up to 20 words per minute. With an emphasis on following instructions, proofreading and the correct use of software functions, students format complex business correspondence, formal reports and tables.

Prerequisite(s): OFF2275
Corerequisite(s): none

OFF2300 Advanced Word Processing

Efficient use of computers and office productivity tools is essential for the timely completion of assigned tasks in the workplace. Students continue to develop their skills with office productivity tools. Through a series of activities and practical tests, students enhance their abilities with advanced word processing functions, ensuring that they are following instructions, proofreading
and using software functions correctly.
Prerequisite(s): OFF2275
Corerequisite(s): none

**OFF2373 Administrative Procedures**

Although tools and techniques may change, the role of the administrative assistant remains a valuable asset in all types of organizations. Students construct an introductory awareness of the roles and responsibilities of administrative assistants. They also develop the skills used in a business office environment, including office organization and layout; ergonomics; time, work, and resource management; visual and electronic records management; as well as telecommunication techniques, services and equipment. Practical assignments and case studies examine both the organization and dissemination of oral and written communications.

Prerequisite(s): none
Corerequisite(s): none

**OFF2377 Computer and Presentation Applications**

Efficient use of computers and office productivity tools is essential for the timely completion of assigned tasks in the workplace. Students develop their software skills through a series of activities and practical tests, and increase their abilities with presentation software, ensuring that they are following instructions, proofreading and using software functions correctly. Beginning with the operating system, students develop a range of valuable skills for computer operation, file management, email and electronic calendaring techniques.

Prerequisite(s): none
Corerequisite(s): none

**OFF2378 Interpersonal Relations**

In the context of increased use of technology in today's workplace, the human touch remains a cornerstone of business interactions and the successful achievement of goals. Students analyze interpersonal relations and effective digital communication in the workplace. Discussions and projects investigate important contemporary topics including cultural diversity, teamwork and problem solving. Students are provided with an opportunity to develop productivity, stress-management skills and other competencies for building relationships in the workplace.

Prerequisite(s): none
Corerequisite(s): none

**OFF2395 Spreadsheet Applications (OA)**

A spreadsheet application's grid structure, allowing logical organization of data into tables, and its ability to automate mathematical calculations on that data, has ensured it is one of the most popular types of business applications in the modern office. Students produce and format professional looking spreadsheets that include basic and complex mathematical formulas. In addition, the data in these spreadsheets are transformed into charts and tables in order to summarize, analyze and manipulate spreadsheet data more effectively. Finally, students exchange spreadsheet data with documents produced in other programs and share spreadsheet documents with colleagues and clients. Students develop these skills through a series of assignments and practical tests using both an online training tool and spreadsheet software.

Prerequisite(s): QUA2227 or QUA2210
Corerequisite(s): none

**QUA2227 Business Math Foundations**

Students review the essentials of business mathematics. Ratio, proportion and percent are covered. Students also study payroll-type applications. Students study mark-up and mark-downs, cost-volume-profit analysis, simple and compound interest, compute measures of central tendency and dispersion.
Office Administration - General

Prerequisite(s): none
Corerequisite(s): none