

Area of Interest: Business

## Office Administration - General

Ontario College Certificate

Program Code: 0210X01FWO

1 Year

Ottawa Campus

### Our Program

**Play a central role in operational success - explore 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 and facilitators are 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 (available online) or Health Services (available on campus) specializations.

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

### 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:

- Conduct oneself professionally and adhere to relevant legislation, standards and codes of ethics.
- Schedule and coordinate tasks, within specific deadlines and according to set priorities.
- Receive, process and distribute communications in the workplace to assist the flow of information.
- Operate and provide support related to the use of office equipment and technologies.
- Locate, file and retrieve documents and records\* from a variety of electronic and paper sources to support daily office operations.
- Record basic financial information using established document formats, procedures and accounting software.
- Produce routine business documents using available technologies and established standards and formats.

- Use interpersonal and client service skills to respond to diversity and to support the vision and mission of the organization.
- Compile resources as well as services to prepare summary reports.
- Select and use information technologies to support communication with internal and external stakeholders.
- Assist in the organization and coordination of meetings and travel arrangements.
- 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

Level: 01	Courses	Hours
ENL1962	English Fundamentals	42.0
OFF2326	Digital Workspace Applications	42.0
OFF2335	Presentation Applications	28.0
OFF2338	Administrative Skills and Procedures	70.0
OFF2339	Document Production and Keyboarding 1	70.0
QUA2227	Business Math Foundations	42.0
Level: 02	Courses	Hours
ACC2207	Bookkeeping	56.0
ENL1813B	Communications I	42.0
OFF2300	Advanced Word Processing	56.0
OFF2340	Document Production and Keyboarding 2	70.0
OFF2395	Spreadsheet Applications (Oa)	56.0
Choose one from equivalencies:	Courses	Hours
GED0210	General Education Elective	42.0

## Fees for the 2025/2026 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/ro/pay/fee-estimator/>

Further information on fees can be found by visiting the Registrar's Office website at <https://www.algonquincollege.com/ro/>

Fees are subject to change.

Additional program related expenses include:

- Books and supplies cost approximately \$1800 for the program duration and can be

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## **Admission Requirements for the 2026/2027 Academic Year**

### **College Eligibility**

- Ontario Secondary School Diploma (OSSD) or equivalent;
- Mature Student status (19 years of age or older and without a high sch diploma at the start of the program). Eligibility may be determined by academic achievement testing, for which a fee will be charged.

### **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; OR Duolingo English Test (DET) Overall 110, minimum of 110 in Literacy and no score below 95.

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 2025/2026 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
- Mature Student status (19 years of age or older and without a high school diploma at the start of the program). Eligibility may be determined by academic achievement testing for which a fee will be charged.

### **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; OR Duolingo English Test (DET) Overall 110, minimum of 110 in Literacy and no score below 95.

Not sure if you meet all of the requirements? Academic Upgrading may be able to help with that: <https://www.algonquincollege.com/access/>.

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:

<https://www.ontariocolleges.ca/en>

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 <https://www.ontariocolleges.ca/en>

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.my.site.com/myac360/s/self-registration-page>

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  
Contact: <https://www.algonquincollege.com/ro/>

**Additional Information**

**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.

**Ottawa delivery:**

Courses start in the Fall and Winter semesters and run for 14 weeks. Winter intakes must take courses in the Spring semester.

**Contact Information****Program Coordinator(s)**

- Laura Vena, <mailto:venal@algonquincollege.com> , 613-727-4723 ext. 3512

**Course Descriptions****ACC2207 Bookkeeping**

The ability to accurately record day-to-day transactions is an essential skill for bookkeepers and office administration staff. Students complete the full accounting cycle from identifying and recording business transactions through to the preparation of financial statements using Generally Accepted Accounting Principles (GAAP). Activities focus on the manual preparation of accounting records.

Prerequisite(s): none

Corerequisite(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 five theme requirements: Arts in Society, Civic Life, Social and Cultural Understanding, Personal Understanding, and Science & Technology.

Prerequisite(s): none

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): none

Corerequisite(s):none

### **OFF2326 Digital Workspace Applications**

In our rapidly evolving workspace environment, efficient use of computers and office productivity tools is essential for the timely completion of assigned tasks. Beginning with the operating system, students develop a range of valuable skills to manage daily work-flow including file management, digital communication tools, calendar management, and a variety of collaboration applications.

Prerequisite(s): none

Corerequisite(s):none

### **OFF2335 Presentation Applications**

Efficient use of presentation applications is vital in today's workplace. Students develop presentation software skills through a series of activities and practical tests, increasing abilities with presentation software. Emphasis is placed on following instructions, proofreading, and using software functions correctly.

Prerequisite(s): none

Corerequisite(s):none

**OFF2338 Administrative Skills and Procedures**

Although tools and techniques may change, the role of the administrative professional remains a valuable asset in all types of organizations. With the increase in technology, the human touch remains a cornerstone of business interactions and achievement of goals. Topics explored include support staff responsibilities, time management, front-line reception and public relations, cultural diversity, records management, postal and courier services, reference sources, office organization and layout, ergonomics, time, work, and resource management, teamwork and problem solving, telecommunication techniques, services and equipment. Practical assignments and case studies examine both the organization and dissemination of oral and written communication.

Prerequisite(s): none

Corerequisite(s):none

**OFF2339 Document Production and Keyboarding 1**

The ability to produce documents that meet acceptable Canadian business standards is an essential skill in today's office environment. Applying ergonomic techniques, students develop touch keyboarding skills creating and formatting documents for business-related correspondence. Emphasis is placed on accuracy, ability to follow instructions, proofreading and editing, and the correct use of software functions. Students learn to touch-key the alphabet and numbers, developing keyboarding accuracy and speed to meet productivity standards.

Prerequisite(s): none

Corerequisite(s):none

**OFF2340 Document Production and Keyboarding 2**

Business documents represent proof of an organization's communications and transactions and, as such, must be produced in an efficient and consistent manner. Students further develop productivity rates with an emphasis on following instructions, proofreading and editing, and correct use of software functions. Students create, edit, and format formal reports and more complex business correspondence. Students continue to build on the keyboarding skills developed in level 1, increasing their accuracy and speed using an automated software application to meet productivity standards.

Prerequisite(s): OFF2339

Corerequisite(s):none

**OFF2395 Spreadsheet Applications (Oa)**

A spreadsheet application's ability to automate mathematical calculations 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, manipulate, and share spreadsheet data more effectively.

Prerequisite(s): none

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.

Prerequisite(s): none

Corerequisite(s):none