

PROGRAM INFORMATION

Academic Year	2024 – 2025
Credential	Ontario College Certificate
Program Delivery	Full - Time
Duration	1 Year
Length	2 Semesters
Program Codes	B011 (PC) – Timmins Campus B025 (HL) – Haileybury Campus B027 (KL) – Kirkland Lake Campus B034 (JB) – Moosonee Campus (offer based on community need) B249 (CK) – Distance

DESCRIPTION

The one-year Office Administration - General certificate will prepare you to claim your place as a confident and valued member of any organization.

The program provides you with an understanding of the relationship between finance, human resources, marketing and operations departments, as well as what it takes to maintain an organization's competitive edge. You'll also cover the basics of accounting and business math, improve your verbal and written communications, and master keyboarding and essential software skills.

The program features a host of hands-on learning, including practical simulations and a work placement to put theory into practice.

From problem-solving and planning meetings to managing appointments and arranging travel, the entire office will rely on you to keep things running smoothly.

CAREER OPPORTUNITIES

Graduates of the Office Administration Program – General (one year certificate) may choose to continue their studies for another year to receive a diploma in the Office Administration Executive Program. Graduates who enter the workforce will find opportunities in the following: healthcare, legal, government, industrial, commercial and financial as:

- Entry-level administrative assistant
- Customer service representative
- Office administrator
- Receptionist
- Employed in various workplaces in the private and public sectors

VOCATIONAL LEARNING OUTCOMES

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.

PROGRAM COURSES

The following reflects the planned course sequence for full-time offerings of the program. Programs at Northern College are delivered using a variety of instruction modes. Courses may be offered in the classroom or lab, entirely online, or in a hybrid mode which combines classroom sessions with virtual learning activities.

Semester 1		Hours
AC1034	Introduction to Financial Accounting	56
BU1103	Introduction to Human Resources	42
CM1323	Professional Communications	42
IN1093	Computer Applications for Business & Technology	42
MA1024	Business Math I	56
OF1013	Word Processing and Keyboarding I	42
OF1023	Office Procedures I	42
Semester 2		
CM2303	Communications for the Workplace	42
GN1443	Indigenous Culture and Awareness	42
IN2013	Computer Applications II	42
IN2113	Introduction to Computerized Bookkeeping	44
OF2001	Placement I	120
OF2003	Administrative Procedures	44
OF2023	Word Processing and Keyboarding II	44
OF3003	Work Placement Preparedness & Simulation	42

PROGRAM PROGRESSION

The following reflects the planned progression for full-time offerings of the program.

Fall Intake

- Sem 1: Fall 2024
- Sem 2: Winter 2025

WORK INTEGRATED LEARNING OPPORTUNITIES

N/A

ARTICULATION/TRANSFER AGREEMENTS

A number of articulation agreements have been negotiated with universities and other institutions across Canada, North America and internationally. These agreements are assessed, revised and updated on a regular basis. Please contact the program coordinator for specific details if you are interested in pursuing such an option. Additional information can be found at [Articulation Agreements](#).

ADDITIONAL INFORMATION

N/A

PROGRAM SPECIFIC INFORMATION

N/A

ADMISSION REQUIREMENTS

- Ontario Secondary School Diploma (OSSD)
- Grade 12 English (C, U)
- Grade 11 Math (C, M, U)
- Or equivalent

Academic prerequisites for this program may be obtained free of charge through [Academic Upgrading](#). Applicants who do not have a high school diploma or equivalent and will have reached the age of 19 years on or before the start of the program must undergo academic testing and may be required to complete [Prior Learning Assessment & Recognition \(PLAR\)](#) process to demonstrate equivalency of admission requirements prior to admission into a program. For more details, please contact the Admissions Office at 705-235-7222 or admissions@northern.on.ca.

Additional Requirements for International Students

In addition to the general admission requirements, international students must have proof of English Proficiency and meet the requirements below:

1. Proof of Senior High School Diploma/Certificate
2. English Proficiency (we will require one of the following):
 - IELTS Academic– International English Language Testing System: a minimum overall score of 6.0 must be achieved with no individual band score under 6.0; however, we will accept one band at 5.5.
 - TOEFL (Test of English as a Foreign Language) – Computer-based overall minimum score of 79
 - PTE (Pearson Test of English) Academic – Graduate Diploma: 58+
3. CO-OP Work Permit is mandatory for this program to participate in unpaid program placements.

If your country of citizenship has English as its official language, we may accept alternate proof of English Proficiency. All educational documents must be submitted in English and will be dependent on the country of citizenship. For more information, please contact admissions@northern.on.ca.

GRADUATION REQUIREMENTS

- 12 Program Courses
- 2 Communications Courses
- 1 General Education Course

GRADUATION ELIGIBILITY

To graduate from this program, a student must attain a minimum of 60% or a letter grade of CR (Credit) in each course in each semester unless otherwise stated on the course outline. Students should consult departmental policies and manuals for additional detail and exceptions.

GRADUATION WINDOW

Students unable to adhere to the program duration of two years (as stated above) may take a maximum of four years to complete their credential. After this time, students must be re-admitted into the program, and follow the curriculum in place at the time of re-admission.

CONTACT INFORMATION

For questions about being admitted into the program, please contact Northern College Admissions at admissions@northern.on.ca or by phone at 705-235-3211 ext. 7222. For questions about the content of the program, contact the Program Coordinator.

Jennifer Huggins, Program Coordinator
Tel: 705-235-3211 ext. 2105
Email: hugginsj@northern.on.ca

COURSE DESCRIPTIONS

Semester 1

AC1034 Introduction to Financial Accounting

In this course, students will be introduced to the accounting cycle and the preparation of financial statements. Topics include recording entries, preparing financial statements and accounting for merchandising activities. This course will be essential for further study in financial accounting.

BU1103 Introduction to Human Resources

In this course, students will learn how proper recruitment/selection strategies, and training and development methods, maintain an organization's competitive advantage. The integral role of job design and analysis in affecting compensation management and performance appraisal decisions will be examined. Students will investigate a variety of employment and health and safety laws as they relate to managing a diverse workforce. In addition, the fundamental principles of the union-management framework will be explored.

CM1323 Professional Communications

In this course, students will learn essential skills for success in college and the workplace. This course focuses on developing and strengthening oral and written communication skills, and critical thinking ability. During this course, students will engage in a variety of forms of communication with a focus on upholding the principles of academic integrity. Students will develop the skills necessary to create discipline-specific documents, practice business etiquette and professionalism, and apply critical thinking strategies to practical scenarios. Upon successful completion of this course, students will be able to plan and draft concise, coherent and well-organized writing assignments that are tailored to specific audiences and purposes.

IN1093 Computer Applications for Business & Technology

In this course, students will gain practical experience with the essential features of Microsoft Office – MS Word, MS Excel, and MS PowerPoint to enhance their communication and analytical skills. Basic computer skills are required as prerequisite. Students will gain hands-on experience with file management, software settings, system security, Word Reports (APA Functions), tables, advanced presentation functions, summarizing and analyzing data in Excel through a series of learning activities, projects, and exercises that focus on real world examples. Students gain practical knowledge that can be applied directly to the workplace setting.

MA1024 Business Math I

In this course, students will begin with a review of basic arithmetic and algebraic manipulations, continuing topics that include ratios, proportions and percentages, math of merchandising that include mark-ups and mark-downs, various payroll scenarios, and the evaluation and calculations using simple interest.

OF1013 Word Processing and Keyboarding I

This course provides applications that reinforce word processing skills. It focuses on techniques to enable students to produce a wide variety of documents using Microsoft Word 2013 using Windows 7. Keyboarding speed and accuracy will be reinforced during document preparation.

OF1023 Office Procedures I

This course will equip the student to find meaningful employment in the administrative field. Administrative Professionals have more responsibilities in today's work environment. Some of the topics covered in this

course include: professionalism, telecommunications, records maintenance, technology and soft skills. In-class simulations and discussions provide students with the opportunity to problem solve and participate in group activities.

Semester 2

CM2303 Communications for the Workplace

In this course, students will develop professional communication skills required for success in the workplace. Students will continue to develop and strengthen their oral and written communication skills and critical thinking abilities. During this course, students will use various modes of communication to complete assignments designed to meet program and professional expectations. Students will utilize a variety of technologies for the purpose of creating a professional presence in a digital environment. Students will develop the necessary skills to create polished workplace documents such as letters, resumes, cover letters and reports tailored to specific audiences. Students will learn to conduct themselves with professionalism in both workplace interviews and job searches. Upon successful completion of this course, students will be able to create clear, concise and coherent workplace and employment documents that are error-free and designed for specific audiences and purposes.

GN1443 Indigenous Culture and Awareness

This general education course will provide students with an introduction to Canadian Indigenous Nations' history, sovereignty, land titles, cultural history and current critical issues. Topics addressed include the content of Indigenous rights, economic and social development, community and political processes, and business law and policies, justice & social services. Canadian Indigenous History and Relations is a general education course that has been incorporated into all programs at Northern College.

IN2013 Computer Applications II

In this course, Students are introduced to the advanced applications of Microsoft Office – MS Word, MS Excel, and MS PowerPoint. Students gain practical experience by applying a series of learning activities, projects and exercises that focus on real-world examples. Advanced applications range from creating a web page from a Word document, to amortization schedules, and data tables, to advanced animation, transitions and sound files for slide show presentations. Students gain practical knowledge that can be applied directly to the workplace setting.

IN2113 Introduction to Computerized Bookkeeping

During this course, students will gain an understanding of computerized accounting concepts using Simply Accounting for Windows. Students will complete applications using the general module, inventory module, accounts payable module, accounts receivable module, and payroll module. Theory topics include adjustments and the worksheet, closing entries, trial balances, subsidiary ledgers, special journals, and accounts receivable ledgers.

OF2001 Placement I

This experiential learning opportunity supports graduates of the Office Administration program to gain career-related experience on the job. Students are responsible for finding a suitable placement within their respective communities, where they can apply the principles and skills learned throughout the program. Students are required to complete weekly placement journals and a final project highlighting their experience.

OF2003 Administrative Procedures

This course analyzes the tasks and responsibilities of an administrative assistant in an electronic office environment. As an Administrative Professional you will be “information central”, a valued member of a team in a business or organization where everyone will depend on you to keep the office organized and running efficiently. This course reviews duties and responsibilities of the Administrative Professional including: telecommunication tools, managing appointments, planning meetings, and arranging travel.

OF2023 Word Processing and Keyboarding II

In this course, advanced features in Microsoft Word will be examined. A variety of documents incorporating Word features will be produced. The students will develop time saving skills and techniques when completing applications. Keyboarding speed and accuracy will be reinforced during document preparation, practice sessions, and timed drills.

OF3003 Work Placement Preparedness & Simulation

Canadian employers require graduates with stronger soft skills and, in some workplaces, the value of soft skills surpasses that of hard skills. With a focus on enhancing soft skills, this course has been developed to assist the student in becoming a professional office administrator with excellent communication, leadership, conflict management, collaboration and interpersonal communication skills. Other key themes in this course include self-awareness and mindfulness, professionalism, and diversity in the workplace. The development of effective interview skills will be incorporated throughout the course. This course combines in-class work as well as experiential learning opportunities through scenarios, case studies, and mock interviews.