



HERITAGE COMMUNITY COLLEGE  
VESTRI POSTERUS SATUS HIC

## Program Outline Office Administration Diploma

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Brief Program Description	As professional offices become more complex, it becomes critical for offices to employ specialists in the administrative functions. Graduates of this program will be highly organized and well trained in multiple forms of administrative processes that are critical for success in today's workplace.
NOC Code	13110 Administrative officers
Career Opportunities	Upon completion of the program, graduates can work in the below occupations list: <ul style="list-style-type: none"><li>• administrative assistant</li><li>• administrative services co-ordinator</li><li>• executive secretary</li><li>• office administrator</li><li>• office services co-ordinator</li></ul>
Admission Requirements	<ul style="list-style-type: none"><li>• Grade 12/GED or equivalent</li><li>• International students, for language proficiency, require IELTS at least 5.5 band or Canadian Language Benchmark Test level 6 or college's ESC program</li></ul>
Required Textbooks	List of textbooks are mentioned in each course outline
Equipment required for this Program	<ul style="list-style-type: none"><li>• White board,</li><li>• Overhead projector,</li><li>• Lecture notes,</li><li>• Computers,</li><li>• Chairs,</li><li>• Desks,</li><li>• Garbage bins,</li><li>• A4 folders</li><li>• Notepads</li><li>• Pencils</li><li>• Pens</li><li>• Highlighters</li><li>• Other office products and equipment</li></ul>



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Program Duration      *500 hours*  
                                 *6¼ months*  
                                 *25 weeks*

Homework Hours      2-3 hrs. This is only an approximate figure and is dependent upon how much time the student can dedicate to the studies and how well he/she grasps the learning concepts in the course material.

Delivery Methods      *Indicate how the program is delivered.*  
 *On-site delivery.*  
 *Online / Distance delivery.*  
 *Combined delivery (on-site and distance.)*

<b>Instructional Methods</b>	<b><i>Method of Delivery</i></b> <b><i>(reflect all methods used)</i></b>	<b><i>Contact Hours</i></b>
	<i>Classroom (Instructor Led)</i>	355 hrs
	<i>Computer Based Training</i>	65 hrs
	<i>Distance Education</i>	0 hrs
	<i>Supervised Lab</i>	0 hrs
	<u><i>Practicum</i></u>	<u>80 hrs</u>
	<b>TOTAL</b>	<b>500 hrs</b>

Learning Objectives/Outcomes      The Office Administration Diploma program prepares graduates for positions working in professional offices.

Students will have an understanding of office technology, customer service administrative practices, accounting, communications and ethics. They will be able to be employed by commercial and industrial establishments, government departments, or consulting businesses.

Student Progress/  
Assessment Methods

Students will be assessed through written tests, computer-based tasks and assignments. After each lesson there will be a question paper, which needs to be completed and submitted to the tutor for marking. This method of continual assessment ensures that your tutor can consistently monitor your progress and provide you with assistance throughout the duration of the course.

Students will be required to complete 80hrs of work experience. To qualify for work experience, students are required to maintain a minimum C grade average or higher and a minimum attendance of 85%.

Attendance  
Expectations

85% of classes must be attended to achieve competency for this qualification

Graduation  
Requirements

Minimum C grade average is required for graduation

**Program Organization:**

<b>Name of Course/Subject</b>	<b># of Hours</b>
SFCS100 Strategies for College Success	20
COMP101 Introduction to Computers	20
COMP102 Introduction to Word Processing	40
COMP103 Introduction to Spreadsheets	40
COMP104 Introduction to Presentation Software	20
BCOM105 Business Communications	80
DAP101 Financial Accounting	40
ADMN104 Introduction to Keyboarding	20
ADMN110 Office Administration	60
ADMN114 Customer Service	20
BETH190 Business Ethics	20
EMPL111 Career Employment & Strategies	40
SSPR 100 Work Experience	80
<b>Total</b>	<b>500</b>