

PROGRAM INFORMATION

Academic Year	2024 – 2025
Credential	Ontario College Diploma
Program Delivery	Full - Time
Duration	2 Years
Length	4 Semesters
Program Codes	B012 (PC) – Timmins Campus B275 (HL) – Haileybury Campus B276 (KL) – Kirkland Lake Campus (JB) – Moosonee Campus B273 (CK) – Contact North Kirkland Lake

DESCRIPTION

Step into a world of opportunity with Northern College's Office Administration – Executive two-year diploma program. This credential is highly valued by employers, positioning you for success in Executive assistant roles across diverse organizations. Building upon the foundational Office Administration one-year certificate, students will receive both a certificate and a diploma upon completion.

Throughout the program, you'll delve deeper into specialized areas such as medical terminology, transcription and business document processing, desktop publishing, and law office management. Enhanced technical skills in information systems analysis and artificial intelligence will empower you to effectively manage and optimize organizational workflows.

In your final semester, you will participate in a three-week placement opportunity, providing invaluable hands-on experience and mentorship. Many of our graduates secure permanent positions with their Placement employers, illustrating the program's effectiveness in preparing you for immediate career advancement. Elevate your career prospects with Northern College's Office Administration – Executive program. Gain the knowledge, skills, and confidence to thrive in today's competitive administrative landscape. Start your journey towards a fulfilling career by enrolling today.

CAREER OPPORTUNITIES

Graduates of the Office Administration Program – Executive who enter the workforce will find opportunities in the following: healthcare, legal, government, industrial, commercial and financial sectors as:

- Administrative assistant
- Accounts payable clerk
- Executive assistant
- Customer service representative
- Office administrator
- Office manager
- 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. Manage the scheduling, coordination and organization of administrative tasks and workflow within specific deadlines and according to set priorities.
3. Coordinate the collection, analysis, distribution and response to communications in the workplace to facilitate the flow of information.
4. Operate and provide support related to the use, maintenance and procurement of office equipment and technologies.
5. Evaluate, establish and administer a variety of records management systems to ensure confidential, secure, accessible and organized electronic and paper records.
6. Produce financial documents and reports by identifying and compiling relevant information and using accounting software.
7. Prepare and produce a variety of business documents using available technologies and applying industry standards.
8. Use interpersonal, leadership and client service skills to respond to diversity and to support the vision and mission of the organization.
9. Research, analyze and summarize information on resources and services and prepare summary reports with recommendations.
10. Select and use information technologies to support communication with internal and external stakeholders and to promote the organization.
11. Organize and coordinate meetings, conferences, special events and make travel arrangements, including the preparation of related documentation.
12. Support the implementation of projects by applying basic principles of project management.

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
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	44
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
Semester 3		
BU1336	Introduction to Business Concepts	42
BU3113	Organizational Behaviour	42
IN3093	Desktop Publishing	42
IN4143	Database	42
LC1013	Law Office Management & Client Relations	42
OF1043	Business Document Processing I	42
OF4002	Medical Terminology	42
Semester 4		
BU4003	Business Law	42
General Education Elective		42
IN6334	Information Systems	56
OF2002	Business Document Processing II	42
OF4001	Placement II	112

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

This program includes work placement.

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

- 22 Program Courses
 - 2 Communications Courses
 - 2 General Education Courses

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.

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 timesaving 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.

Semester 3

BU1363 Introduction to Business Concepts

In this course, students will be introduced to business in Canada, focusing on introductory topics for those interested in employment in a business management role. Topics of study will include the relationships between the areas of finance, human resources, marketing, and operations within an organization, business ethics and social responsibility, management concepts and practices, and an exploration of the entrepreneurial spirit.

BU3113 Organizational Behaviour

In this course, students will be introduced to managing and navigating organizational behaviour in a professional Canadian business environment, at the same time keeping in mind the increasingly interdependent nature of globalization. This course examines management and group dynamics from the manager as well as employee point of view, both in an professional setting. There is significant emphasis on how OB research into the area of workplace experience of managers and employees contributes to the productivity of the organization. The course brings in numerous examples of practical applications with the involvement of the learners from real-life situations and personal experiences to analyze the concepts discussed. There is also key emphasis on developing awareness towards corporate social responsibility and the relation between ethical practices and organizational behaviour.

IN3093 Desktop Publishing

This course introduces students to the key concepts in effective desktop publishing, including color theory, page layout, graphic design, & font usage. Students will use the Microsoft Word, Microsoft Photos, and Microsoft Publisher software tools to create a variety of documents for business & marketing. The focus of the course will be on techniques for creating effective & aesthetically pleasing documents for both print & electronic media.

IN4143 Database

This course will introduce the student to many features & applications of Microsoft Access 2013. Access terminology, the Access 2013 Window, & the basic characteristics of a database will be followed by topics including creating, querying, maintaining, & presenting a database. Procedures for converting an Excel worksheet to an Access database will also be studied.

LC1013 Law Office Management & Client Relations

This course will focus on the management of law office/department and office etiquette and enable students to identify and work with time management, file management, and client accounts. It will also introduce the student to legal terminology and citation, legal correspondence, and legal documents. The student will learn techniques to organize job searches, draft cover letters, and tailor resumes specifically for law firms.

OF1043 Business Document Processing I

The processing of business documents requires a synthesis of competencies including technical, communication, listening, problem-solving, and decision making. Students must master language skills including grammar, punctuation, capitalization, spelling and formatting. Students must demonstrate the ability to use these skills when writing and editing business documents. Paying attention to detail is a critical skill that will be highlighted in this course. Transcription combines the skills of keyboarding and communication skills. A transcriptionist must be capable of simultaneously operating the equipment and software and applying the cognitive communication skills and problem-solving during the process. Formatting, proofreading, and editing business documents from audio files will be required using transcription software. Equally important is the ability to listen for factual information that enables a listener to interpret data and words accurately.

OF4002 Medical Terminology

In this course, students will be introduced to the structure of medical terminology—how terms are formed, pronunciation, and meanings. Knowledge of medical terms can more easily be acquired through the study of the structure and workings of the systems of the body. This knowledge will be gained through simple, semi-technical explanations of medical terms, word analysis (combining forms, suffixes, and prefixes), phonetic spellings, practical applications, and exercises.

Semester 4**BU4003 Business Law**

This course presents a practical study of Canadian business law, including the legal and administrative systems, torts, contracts, employment laws, and general legal considerations that arise for a business. In addition, students will assess intellectual property, patent, trademark, copyright, and franchising laws and apply them to business cases. Students will outline the structure of the Canadian legal system, describe torts and professional liability issues, determine the requirements that form contracts, explain the circumstances that enforce contractual obligations, describe legislation and its function in the marketplace, outline the concepts of real and personal property, and relate Ideas and information laws as they apply to business.

General Education Elective

General Education Courses are selected online each semester by the student from a list provided and exposes students to a related area of study outside of their immediate academic discipline. Certain programs have predetermined electives.

IN6334 Information Systems

The most successful science communicator of the 20th century, Dr. Carl Sagan explained it best when he said “We live in a society exquisitely dependent on science and technology, in which hardly anyone knows anything about science and technology”. This course is designed to address this issue by educating students on the basic operation and function of the information systems that we use on a daily basis. Today everyone makes use of information systems. To be successful in a modern business career you must be able to view information systems from the perspective of the business and to communicate the benefits of various types of information systems. You will be expected to discover opportunities to use information systems in business and to describe what solutions might best solve various business problems.

OF2002 Business Document Processing II

The processing of documents requires a fusion of competencies, including technical, communication, listening, problem solving and decision making. This course will continue to develop skills previous acquired through Word Processing I and II, Communications, and Business Document Processing I. Language skills will be challenged, and advanced documents (letters, memos, news releases, medical and legal documents etc.) will be transcribed using transcribing equipment and software.

OF4001 Placement II

This experiential learning opportunity supports graduates of the Office Administration Executive 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.