

# OAAS – OFFICE ASSISTANT

## OAAS 110

### Administrative Office Procedures I

**3 Credits      Weekly (4-0-0)**

Students focus on professional administrative skills needed for success in the business world. Topics include the role of the administrative assistant, business procedures, current workplace issues, time-management strategies and stress management.

## OAAS 111

### Office Technology I

**3 Credits      Weekly (4-0-0)**

Students attain an intermediate level of proficiency with current word processing software to produce and edit accurate business documents. In addition, students create electronic folders and work with the computer operating system.

## OAAS 116

### Customer Service I

**3 Credits      Weekly (3-0-0)**

Customer service skills and behaviours can determine future success in an administrative role. Students will develop the skills necessary to understand customer needs and solve problems.

## OAAS 120

### Administrative Office Procedures II

**3 Credits      Weekly (4-0-0)**

Students focus on the preparation of business documents and the coordination of business activities. Topics include company research, research interviews, travel arrangements, conferences, meetings and other topics relative to a changing office. Students research, prepare, and present a report on a company in preparation for field placement.

*Prerequisites: OAAS 110.*

## OAAS 121

### Office Technology II

**3 Credits      Weekly (4-0-0)**

Students attain an intermediate level of proficiency in spreadsheet and database applications.

*Prerequisites: OAAS 111.*

## OAAS 122

### Human Resource Basics

**3 Credits      Weekly (3-0-0)**

In today's fast-paced work environment, many employees play a role in human resources. This course will introduce students to key human resource concepts and functions so that they are well-equipped to be a strategic partner in an organization.

## OAAS 124

### Customer Service II

**3 Credits      3-0-0**

Administrative positions often act as the first point of contact for customers. In this course, students will expand their customer service skills and improve their customer service techniques in any situation, including the digital environment.

*Prerequisites: OAAS 116.*

## OAAS 127

### Presentations and Web Pages

**3 Credits      Weekly (3-0-0)**

Students develop effective presentations and create and maintain basic Web pages using available software.

## OAAS 130

### Administrative Office Procedures III and Field Placement

**3 Credits      Total (40-0-20)**

Students are introduced to the functions of selecting, hiring, training, and supervising office personnel. Students complete an office simulation team project. Students complete a 10-day field placement.

*Prerequisites: Successful completion of all Term I and Term II courses.*

## OAAS 131

### Office Technology III

**3 Credits      Weekly (4-0-0)**

Students work at an advanced level in word processing and at intermediate level to advanced level with spreadsheets, database and other software applications.

*Prerequisites: OAAS 121.*

## OAAS 133

### Advanced Office Documents

**3 Credits      Weekly (3-0-0)**

Common office software can be used to produce high-quality, professional documents that serve as exemplars. Students will build on skills in Office Technology I and II and learn to customize tools, manage and protect documents, and apply specialized formatting to produce professional documents.

*Prerequisites: OADM 128.*

## OAAS 134

### Office Technology III

**3 Credits      Weekly (3-0-0)**

Web pages are often the first point of contact for many businesses. This course will focus on how to effectively design and publish a website and other digital technologies that are commonly used in business. Students will also build on presentation skills from Office Technology II and enhance presentations to reflect a high level of professionalism.

*Prerequisite: OADM 128.*