

ADMINISTRATIVE - OFFICE ASSISTANT CERTIFICATE

Overview

The administrative major provides students with a wide range of skills covering all aspects of the office environment, from word processing and accounting to office procedures and customer service. Technology is an integral part of this program – students are trained with the latest software programs as they learn how to process and manage information efficiently.

Career Potential

Students can expect to work as office assistants, receptionists, administrative assistants, executive assistants, personal assistants in private companies, business and government offices, and non-profit associations. This program prepares graduates to work in many diverse areas and there are excellent career opportunities.

Office Assistant Certificate

School of Continuing Education

MacEwan.ca/OfficeAssist (<http://MacEwan.ca/OfficeAssist/>)

Today's office assistants have strong technical skills to support other staff in a digital office. In addition, office assistants are involved in managing the organizational affairs of their areas that include handling public enquiries, managing computer and paper files, organizing schedules, arranging meetings of senior staff, as well as providing strong customer service and problem-solving skills.

The Office Assistant program is ideal as a foundation for other careers or as a complement to prior training and experience. It runs for 12 months, ending with a field placement. It is a comprehensive program that offers students the opportunity to specialize in one of the following three majors:

- Administrative
- Legal
- Medical

The program is well suited for individuals with strong organizational skills, familiarity with computers and software, a professional manner, and excellent verbal and written communication skills. Graduates are often required to work independently and in a team environment, so students who are positive and self-motivated do exceptionally well. The program has built a solid reputation with employers, resulting in a high job placement rate.

Contact Information

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Program Requirements

Code	Title	Credits
<i>Core Courses:</i>		
OADM 110	Office Procedures	3
OADM 114	Office Technology I	3
OADM 115	Business Communication I	3

OADM 116	Business Math	3
OADM 117	Bookkeeping & Accounting	3
OADM 125	Business Communication II	3
OADM 128	Office Technology II	3
OADM 131	Office Assistant Field Placement ¹	3
OADM 135	Business Communication III	3
WRIT 101	First Year Writing	3
<i>Required Courses for Administrative Major:</i>		
OAAS 116	Customer Service I	3
OAAS 122	Human Resource Basics	3
OAAS 124	Customer Service II	3
OAAS 133	Advanced Office Documents	3
OAAS 134	Office Technology III	3
Total Credits		45

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Students can register for the field placement (OADM 131) in their final term of study.

The minimum passing grade for a course at MacEwan University is a D unless otherwise noted next to the appropriate course in the program of study.

Course Substitutions

Admission Requirements

Applicants may be admitted to one of the following:

University's academic calendar or online at MacEwan.ca/ELP (<http://MacEwan.ca/ELP/>).

Regular Admission

To be evaluated through the Office of the University Registrar

Applicants must have a minimum overall average of 60 percent, with no course grade lower than 50 percent, in the following high school courses:

1. ELA 30-1 or ELA 30-2
2. Two subjects from Group A, B, C or D

Applicants with nine or more post-secondary level credits must also present a minimum Admission Grade Point Average (AGPA) of 2.0 on a 4.0 scale.

Notes:

1. Applicants are strongly encouraged to present a broad range of subjects across the humanities and sciences in order to benefit from the breadth of learning and to increase flexibility of future course choices.
2. A maximum of one Group D subject may be presented. Group D subjects used for admission must be 5 credit or any credit combination of at least 5 credits (e.g. two 3-credit subjects).

Mature Admission

To be evaluated through the Office of the University Registrar

Applicants must be 20 years of age or older and have been out of full-time high school at least one year by the beginning of the intake term. Applicants must have a minimum overall average of 60 percent, with no course grade lower than 50 percent, in the following high school courses.

1. ELA 30-1 or 30-2 with a minimum grade of 60% or equivalent or
2. Three credits of University Level English, with a minimum grade of C-

Previous Post-Secondary Work

To be evaluated through the Office of the University Registrar

Admission in this category does not imply or guarantee the transfer of any coursework and/or credential unless a block transfer agreement (internal or external) is in effect and published in the calendar by the Office of the University Registrar. In addition, transfer of coursework does not imply or guarantee that an applicant will be admitted.

Applicants must have successfully completed the following from a recognized institution:

A minimum of 24 post-secondary credits with a minimum Admission Grade Point Average (AGPA) of 2.0 on a 4.0 scale and must have completed the required core course listed under the mature category.

Additional Admission Criteria

All applicants must meet the following:

1. English Language Proficiency

To be evaluated through the Office of the University Registrar

Applicable to All Admission Categories

All applicants must meet an acceptable level of English language proficiency. We will require official documents such as high school or post-secondary transcripts or proof of successful completion of standardized language evaluation. Full details are available in MacEwan