## CERTIFICATE FOR OFFICE ASSISTANTS

**GOALS**

The purpose of this programme is to expand student knowledge of office skills in the following ways:

* prepare students for immediate entry into the workplace
* develop skills in real-world problem –solving
* complete a mandatory 7-week work placement allowing students the exposure in all areas of an office environment
* develop technology and computing skills

**CERTIFICATE IN OFFICE SKILLS**

**GOALS**

The purpose of this programme is to expand student knowledge of office skills in the following ways:

* prepare students to re-enter the employment section
* give students the groundwork to complete professional Administrative designations
* develop skills in real-world problem –solving
* develop technology and computing skills

**LEARNING OUTCOMES—OFAST and OFSKL**

1. **Critical Thinking / Reasoning / Problem-Solving / Research Skills** 
   1. Critique good and bad practices in an administrative office setting.
   2. Solve problems both independently and in teams using creative problem-solving techniques.
   3. Conduct individual reading, research, and writing using both paper-based and online materials.
2. **Information Technology and Computing Skills**
3. Use communication tools to analyze, process, and relay information.
4. Select appropriate information technology hardware and software to complete various office assignments and duties.
5. Apply information technology skills with the use of appropriate software.
6. **Oral and Written Communication Skills**
7. Demonstrate various interpersonal communications effectively.
8. Apply active listening skills in interpersonal communications.
9. Compose messages, memos, letters, and short reports in office style.
10. **Mathematical Skills**
    1. Apply computational skills to business-related tasks and assess the logic of the results.
11. **Cultural / Global Perspective Awareness**
    1. Appreciate diversity and cultural differences in a workplace setting.
12. **VII. Professional Expertise / Cooperative and Collaborative Skills / Ethical Concerns**
13. Complete a successful work placement experience at a local business.
14. Appreciate cooperation and collaboration opportunities in a professional setting.
15. Apply ethical standards with respect to privacy, confidentiality, and personal behaviour.