ADMINISTRATIVE PROFESSIONAL CERTIFICATE

Purpose

The Administrative Professional Certificate is designed to prepare students for advanced administrative positions. Students will learn advanced skills in Microsoft Office (including Word, Outlook, Excel, PowerPoint, and Access), business communications and data management. Students will also become proficient at keyboarding and at creating, revising, formatting and processing a wide range of business documents. In addition, they will be introduced to computerized accounting and given the skills to handle office finances. These skills, as well as training in time management and social media use, plus practice with a variety of communication skills, will equip graduates for administrative assistant work.

Duration

The program is eight months in length. Students must complete this program within three years.

Learning Outcomes

Upon successful completion of this program, graduates will be able to:

1. Use correct keyboarding technique to a minimum speed of 40 gwpm on a five-minute test with a maximum of five errors

2. Use advanced features of Microsoft Outlook, Word, and basic features of Excel, and integrate Microsoft Office applications

3. Prepare a wide variety of business documents that meet the comprehensive demands of today's office and utilize writing plans to communicate effectively when writing routine, persuasive and negative news documents

4. Professionally greet visitors by phone and in person, and take messages

5. Use common office equipment

6. Communicate effectively in the workplace, and demonstrate respectful and ethical workplace behaviour

7. Create job search documents and participate appropriately in job interviews

8. Use social media for business purposes

9. Take effective minutes at meetings, and transcribe audio recorded dictated material

10. Describe how office finances are handled, including by computerized accounting

11. Demonstrate time-management and project-management skills

12. Practice problem-solving strategies, conflict resolution techniques, and feedback delivery

Admission Requirements

Grade 12 graduation or equivalent

English 12 with a minimum 'C-' grade, or Communications 12 with a minimum 'B' grade, or English Language Proficiency (https://www.vcc.ca/applying/registration-services/english-language-proficiency-requirements/) at English 12 with a pass

Program Requirements

Term One		Credits
OADM 1103	Outlook	1
OADM 1104	Word 1	2.5
OADM 1201	Word 2	2.5
OADM 1102	Keyboarding 1	3
OADM 1105	Business Writing 1	2.5
OADM 1106	Excel	2.5
OADM 1108	Business Writing 2	2.5
OADM 1107	Office Skills 1	2.5
	Credits	**19**
Term Two		
OADM 1202	Keyboarding 2	2.5
OADM 1203	Business Writing 3	2.5
OADM 1204	Office Finance	2.5
OADM 1205	Social Media and Technology	1.5
OADM 1208	Office Skills 2	2
OADM 1207	Access	1.5
OADM 1109	Job Search	2.5
OADM 1206	Practicum Preparation	1
OADM 1209	Admin Professional Practicum	3
	Credits	**19**
	Total Credits	**38**

Evaluation of Student Learning

An evaluation of the learning progress of each student is prepared by the instructor(s). Evaluation is a combination of an assessment of practical assignments, theory, participation, and/or practical examinations.

Students must pass all courses and achieve a cumulative GPA of at least 2.0 in Term 1 in order to progress to Term 2. Students must pass all courses and achieve a cumulative GPA of at least 2.0 to graduate.

Prior Learning Assessment and Recognition (PLAR)

Students can request Prior Learning Assessment & Recognition (PLAR) for the following courses in the Administrative Professional Certificate: OADM 1102 Keyboarding 1 and OADM 1202 Keyboarding 2.

Students who request PLAR for OADM 1102 Keyboarding 1 will be required to demonstrate, to the Department's satisfaction, that they can have correct touch-typing technique and can keyboard at 30 gross words per minute (gwpm) on a five-minute test with a maximum of five errors.

Students who request PLAR for OADM 1202 Keyboarding 2 will be required to demonstrate, to the Department's satisfaction, that they can have correct touch-typing technique and can keyboard at 40 gross words per minute (gwpm) on a five-minute test with a maximum of five errors.

Process:

1. Apply and meet all the admission requirements for the Administrative Professional Certificate.
2. Contact the Applied Business Department Head to request PLAR.
3. Arrange a date and time with the Department Head to take a keyboarding test.
4. Complete the PLAR form and submit payment.

See Prior Learning Assessment and Recognition (https://www.vcc.ca/about/governance--policies/policies/policies/policy-index/prior-learning-assessment-and-recognition.html) policy for more information.

Transcript of Achievement

The evaluation of learning outcomes for each student is prepared by the instructor and reported to the Student Records Department at the completion of semesters.

The transcript typically shows a letter grade for each course. The grade point equivalent for a course is obtained from letter grades as follows:

Grading Standard

Grade	Percentage	Description	Grade Point Equivalency
A+	96-100		4.33
A	91-95		4.00
A-	86-90		3.67
B+	81-85		3.33
B	76-80		3.00
B-	71-75		2.67
C+	66-70		2.33
C	61-65		2.00
C-	56-60		1.67
D	51-55	Minimum Pass	1.00
F	0-50	Failing Grade	0.00
S	70 or greater	Satisfactory - student has met and mastered a clearly defined body of skills and performances to required standards	N/A
U		Unsatisfactory - student has not met and mastered a clearly defined body of skills and performances to required standards	N/A
I		Incomplete	N/A
IP		Course in Progress	N/A
W		Withdrawal	N/A
Course Standings			
R		Audit. No Credits	N/A
EX		Exempt. Credit Granted	N/A
TC		Transfer Credit	N/A

Grade Point Average (GPA)

1. The course grade points shall be calculated as the product of the course credit value and the grade value.
2. The GPA shall be calculated by dividing the total number of achieved course grade points by the total number of assigned course credit values. This cumulative GPA shall be determined and stated on the Transcript at the end of each Program level or semester.
3. Grades shall be assigned to repeated courses in the same manner as courses taken only once. For the purpose of GPA calculation of grades for repeated course, they will be included in the calculation of the cumulative GPA.