



HERITAGE COMMUNITY COLLEGE  
VESTRI POSTERUS SATUS HIC

## Program Outline Office Administration Diploma

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Brief Program Description	As professional offices become more complex, it becomes critical for offices to employ specialists in the administrative functions. Graduates of this program will be highly organized and well trained in multiple forms of administrative processes that are critical for success in today's workplace.
NOC Code	13110 Administrative officers
Career Opportunities	Upon completion of the program, graduates can work in the below occupations list: <ul style="list-style-type: none"><li>• administrative assistant</li><li>• administrative services co-ordinator</li><li>• executive secretary</li><li>• office administrator</li><li>• office services co-ordinator</li></ul>
Admission Requirements	<p>Prior to acceptance applicants must meet at least one of the following language proficiency requirements:</p> <ul style="list-style-type: none"><li>❖ Proof of grade 12 or equivalent.</li><li>❖ 19 years of age or older (all applicants)</li><li>❖ Evidence of Language Proficiency Requirements (evidence of one of the following):</li></ul> <ul style="list-style-type: none"><li>• Evidence that 3 years of full-time secondary education (Grades 8-12) have been successfully completed in the English language in a country where English is one of the principal languages. This may include successful completion of a BC Adult Graduation program. Applicants must produce transcripts as evidence of completion of grade 12 English with minimum of a "C" grade <b>OR</b></li><li>• Completion of 2 years of full-time post-secondary education at an accredited institution where English is the language of instruction. (Applicable to a country where English is one of the principal languages.) <b>OR</b></li><li>• Provide verified results for one of the English language proficiency tests listed below. Test results must be dated no more than two years before the start</li></ul>



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date of the program.

- International English Language Testing System (IELTS)  
Academic: overall score of 5.5 or higher.
- Canadian Academic English Language (CAEL) Test:  
overall score of 40 or higher
- Duolingo English Test: overall score of 95 or higher
- Test of English as a Foreign Language (TOEFL) IBT:  
overall score of 46 higher
- Canadian English Language Proficiency Index Program  
(CELPPI): Listening 6, Speaking 6, Reading 5, and  
Writing 5.
- Pearson Test of English (PTE) Academic: overall score of  
43 or higher

Required Textbooks      List of textbooks are mentioned in each course outline

Equipment required  
for this Program

- White board,
- Overhead projector,
- Lecture notes,
- Computers,
- Chairs,
- Desks,
- Garbage bins,
- A4 folders
- Notepads
- Pencils
- Pens
- Highlighters
- Other office products and equipment



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Program Duration      *500 hours*  
                                 *6¼ months*  
                                 *25 weeks*

Homework Hours      2-3 hrs. This is only an approximate figure and is dependent upon how much time the student can dedicate to the studies and how well he/she grasps the learning concepts in the course material.

Delivery Methods      *Indicate how the program is delivered.*  
                                 ☒ *On-site delivery.*  
                                 ☐ *Online / Distance delivery.*  
                                 ☒ *Combined delivery (on-site and distance.)*

Instructional Methods	<i><b>Method of Delivery</b></i>	<i><b>Contact Hours</b></i>
	<i><b>(reflect all methods used)</b></i>	
	<i>Classroom (Instructor Led)</i>	355 hrs
	<i>Computer Based Training</i>	65 hrs
	<i>Distance Education</i>	0 hrs
	<i>Supervised Lab</i>	0 hrs
	<i><u>Practicum</u></i>	<u>80 hrs</u>
	<b>TOTAL</b>	<b>500 hrs</b>

Learning Objectives/Outcomes	<p>The Office Administration Diploma program prepares graduates for positions working in professional offices.</p> <p>Students will have an understanding of office technology, customer service administrative practices, accounting, communications and ethics. They will be able to be employed by commercial and industrial establishments, government departments, or consulting businesses.</p>
Student Progress/ Assessment Methods	<p>Students will be assessed through written tests, computer-based tasks and assignments. After each lesson there will be a question paper, which needs to be completed and submitted to the tutor for marking. This method of continual assessment ensures that your tutor can consistently monitor your progress and provide you with assistance throughout the duration of the course.</p> <p>Students will be required to complete 80hrs of work experience. To qualify for work experience, students are required to maintain a minimum C grade average or higher and a minimum attendance of 85%.</p>
Attendance Expectations	85% of classes must be attended to achieve competency for this qualification
Graduation Requirements	Minimum C grade average is required for graduation

### Program Organization:

Name of Course/Subject	# of Hours
SFCS100 Strategies for College Success	20
COMP101 Introduction to Computers	20
COMP102 Introduction to Word Processing	40
COMP103 Introduction to Spreadsheets	40
COMP104 Introduction to Presentation Software	20
BCOM105 Business Communications	80
DAP101 Financial Accounting	40
ADMN104 Introduction to Keyboarding	20
ADMN110 Office Administration	60
ADMN114 Customer Service	20
BETH190 Business Ethics	20
EMPL111 Career Employment & Strategies	40
SSPR 100 Work Experience	80
<b>Total</b>	<b>500</b>