Course Outline - Diploma in Office Assistant

Academic Period: **2023 - 2024**

Applicable NOC Code: **Administration Officer: 1221, Accounting and Related Clerks: 1431**

Credential Awarded - **Diploma**

Prerequisites - **Ontario Secondary School Diploma or equivalent**

Program Duration - **23 Weeks**

Avg Hourly Income in Toronto Region - **As high as $35 per hour** *(Source: jobbank.gc.ca)*

Course Rationale -

The Diploma in Office Assistant program provides students with essential skills and knowledge required to excel in administrative and office support roles. The course aims to equip students with a strong foundation in business communication, office procedures, and technological tools necessary to thrive in a modern office environment.

Course Description -

The Diploma in Office Assistant program is designed to develop students' proficiency in various aspects of office administration. Through a combination of theoretical knowledge and practical exercises, students will enhance their communication skills, learn effective office procedures, and gain hands-on experience with widely used office productivity tools.

Modules covered in the course -

1. Business English: Enhance language skills and develop effective written and verbal communication techniques specific to business contexts.
2. Business Communication: Learn various communication strategies and principles applicable to professional settings, including email etiquette, business writing, and effective presentation skills.
3. Office Procedures: Gain knowledge of standard office procedures and protocols, including record keeping, appointment scheduling, file management, and organization skills.
4. Office 365: Explore the features and functionalities of the Office 365 suite, including Word, Excel, PowerPoint, and Outlook, and learn how to utilize these applications for document creation, data analysis, presentation development, and email communication.
5. Windows Operating System: Develop proficiency in navigating and utilizing the Windows Operating System, including file management, system customization, and troubleshooting techniques.

Learning Outcomes -

Upon successful completion of the program, students will be able to:

1. Communicate effectively in a business environment, both orally and in writing.
2. Apply appropriate business communication techniques in various professional situations.
3. Demonstrate proficiency in office procedures and perform administrative tasks efficiently.
4. Utilize Office 365 applications for document management, email communication, and scheduling.
5. Navigate and utilize the Windows Operating System efficiently.

Note: The learning outcome may vary based on every individual's learning objectives and focus on the program.

The Diploma in Office Assistant program equips students with the necessary skills and knowledge to succeed in administrative roles, providing them with a strong foundation in business communication, office procedures, and technological tools essential for effective office support.