

# Business Management

## Certificate

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### Program Objective

The Business Management Certificate is designed to prepare students for management and supervisory level positions in today's fast-paced business environment. Its objective is to help students who are seeking to re-enter the business sector, or who are currently working and wish to upgrade their business and supervisory skills in order to further their careers. Courses focus on professional skills required by today's employers, including knowledge of how businesses utilize technology, e-commerce, business supervisory skills, business correspondence, project management, customer service, and marketing.

This program provides students with:

- A solid foundation in basic principles of business environments, including current computer applications, marketing, sales, and customer service
- An introduction to the most relevant aspects of business management and administration
- Professional skills in high demand by employers, such as team-work, communication, customer service, leadership, research, and problem solving
- A solid knowledge of business practices and principles

The program also develops students' ability to relate and apply this knowledge to their current work environments

### Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available to qualified students.

Graduation requirements:

Students must achieve a 75% average to obtain a diploma.

### Method of Delivery

Integrated Learning™ System training facilitated by Academy of Learning College facilitators.

### Career Opportunities

Students are prepared for their career with a range of business knowledge and skills, resulting in a competent and skilled team leader.

Graduates of this program are prepared for a variety of supervisory and management trainee positions in a broad range of employment settings, specializing in those areas of interest, experience, and greatest ability. Careers in accounting and finance, marketing, production and operations, human resources, and general administration are available to graduates who possess the proper combination of business skills, experience, personal ability, and aptitude.

### Duties and Responsibilities

Individuals working in a Business Management career perform a wide range of administrative and supervisory duties related to the day-to-day operation of a business. Specific job duties vary with education and experience. These duties may include:

- Planning, organizing, directing, controlling, and evaluating the operations of a department
- Implementing efficient working processes, schedules, and procedures
- Preparing reports and briefs for senior management
- Assigning and reviewing the work of subordinate staff
- Training staff in job duties and company policies
- Supervising and evaluating departmental administrative staff
- Providing information relating to ongoing business activities, as required by law
- Employ creative problem-solving skills

## Personal Attributes Required

To be successful in a Business Management career, individuals must possess the ability to:

- Learn new skills and knowledge
- Build working relationships to achieve goals
- Efficiently manage time and stress
- Work collaboratively and effectively as part of a team
- Recognize the dynamics and politics of an organization
- Identify staff training needs and promote training and development initiatives and programs
- Be self-motivated, energetic, confident, and creative
- Effectively communicate and use interpersonal skills
- Use listening skills and be tactful
- Communicate verbally and in writing with people from all walks of life

## Admission Requirements

Grade 12 or equivalent.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.

## Competencies upon Completion

### Core Courses

- **Business Skills**  
Marketing and Sales, Business English/Grammar, Customer Service Essentials, Project Management Fundamentals Level 1, Business Financial Management, Business Essentials, Human Resource Management, Business Law & Ethics, Business Negotiations and Contracts, Business Supervisory Skills, and Management Fundamentals
- **Accounting**  
Sage 50 Premium Accounting
- **Office Skills**  
Basic Bookkeeping Levels 1 and 2