

# Business Administration

## Diploma

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### Program Objective

The Business Administration diploma program is designed to prepare students for the demands of today's fast-paced business environments. Its objective is to expose students to a vast array of business knowledge, management and administration skills, and practical tools that will assist them in responding to situations within a business-related career. Courses focus on professional skills required by today's employers, including knowledge of how businesses utilize technology, e-commerce, business correspondence, office procedures, project management, and employment success strategies.

This program provides students with:

- A solid foundation in the basic principles of a business environment, including current computer applications, marketing, accounting, and business law
- An introduction to the most relevant aspects of business management and administration
- Professional skills in high demand by employers, including team-work, communication, customer service, leadership, research, and problem solving
- A solid understanding of business practices and principles and an ability to relate and apply this knowledge to current social and economic conditions
- Proficiency in Microsoft Office applications and accounting

Please note that the focus of this program is to train individuals for entry-level support and/or management trainee positions. It will also provide the skills to progress into management-level careers, given the proper combination of skills, experience, and personal attributes.

### Program Prerequisites

Candidates must be able to keyboard at a minimum speed of 25 words per minute (WPM).

### Program Notes

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

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

### Method of Delivery

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

### Personal Attributes Required

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

- Learn new skills and knowledge
- Formulate decisions and exercise good judgment
- 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
- Provide direction and remain objective
- Be self-motivated, energetic, confident, and creative
- Use interpersonal skills and communicate effectively
- Be tactful and use good listening skills
- Communicate verbally and in writing with people from all walks of life
- Employ creative problem-solving skills

### Career Opportunities

- This program provides the student with a range of business knowledge and skills which cross several disciplines, resulting in a well-rounded and highly skilled employee.
- Graduates of this program are prepared for a variety of entry-level administrative 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, operations, human resources, and general administration are available to those students who possess the proper combination of business skills, experience, personal ability, and aptitude.



## Duties and Responsibilities

Individuals working in a Business Administration career perform a wide range of administrative and support duties relating to the day-to-day operation of a business. Specific job duties vary with education and experience. Duties may include:

- Administering, directing, and coordinating day-to-day business operations
- Implementing efficient working processes, schedules, and procedures
- Conducting research on the Internet
- Preparing progress and other reports and analyses
- Assigning and reviewing the work of clerks and administrative assistants
- Integrating and managing database information for dissemination to staff and clients
- Composing and providing information via the telephone, postal mail, and e-mail
- Training staff in job duties and company policies
- Operating/troubleshooting new office technologies
- Supervising and evaluating departmental administrative staff
- Providing information relating to ongoing business transactions, as required by law

## Admission Requirements

Grade 12 or equivalent or Mature Student Status.

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.

## Competencies upon Completion

### CORE COURSES

- **Keyboarding**  
Minimum 25 words per minute (WPM)
- **Operating Systems**  
Basic or advanced level of proficiency in a Windows operating system
- **Word Processing**  
Intermediate level of proficiency in Microsoft Word

- **Spreadsheets**  
Intermediate level of proficiency in Microsoft Excel
- **Database Management**  
Basic level of proficiency in Microsoft Access
- **Graphics/Presentation**  
Basic level of proficiency in Microsoft PowerPoint
- **Office Skills**  
Microsoft Outlook Level 1, Office Procedures Level 1 and Level 2, Internet Fundamentals, Basic Bookkeeping Levels 1 & 2, and Personal Computer Fundamentals for End Users
- **Accounting**  
Sage 50 Premium Accounting
- **Business Skills**  
Grammar Essentials for Business Writing, Project Management Fundamentals Level 1, Business Correspondence Levels 1 and 2, Management Fundamentals, Business Math, Business Financial Management, Human Resource Management, Business Essentials, Business Economics, Marketing and Sales, Business Law and Ethics, Business in the Digital Age, Business Administration Integrative Project, and Customer Service Essentials
- **Job Readiness/Employability Skills**  
Job Search and Résumé Writing, Employment Success Strategies, and Occupational Health and Safety
- **Optional 4 week work term**

### ELECTIVE COURSES

- None