

Office Clerk

Certificate

Program Objective

The Office Clerk Certificate provides students the knowledge of basic office procedures, software fundamentals, and business skills that can be applied in any office. The objective of this program is to prepare students for an entry level office position.

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available for those who qualify.

Graduate requirements: Students must maintain a 75% program average to obtain a certificate.

Career Opportunities

As more employers acquire word processing equipment and programs, the labour market for skilled Office Clerks grows. Successful candidates can pursue careers in offices throughout the public and private sectors as general office clerk, office assistant, office clerk, typist, word processor operator. Upward mobility in this role is possible with experience, motivation, dedication, and a positive attitude.

Duties and Responsibilities

- Respond to business-related requests by phone and email
- Effectively utilize software (Word, Excel, Outlook, Access)
- Organize and file office/business records
- Prepare correspondence, reports and assist with overall functions of department(s)
- Perform a variety of clerical and administrative duties

Method of Delivery

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

Personal Attributes Required

- Reliable, well-organized, adaptable, and detailed
- Effective time management skills; able to meet deadlines
- Self-directed and also team-oriented
- Good attitude

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 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
- **Business Skills**
Customer Service Essentials and Business Correspondence Level 1
- **Office Skills**
Basic level of proficiency in Microsoft Outlook and Office Procedures Level 1
- **Job Readiness/Employability Skills**
Job Search and Resume Writing