

# Business Administration

## Diploma

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### Program Objective

The Business Administration Diploma is designed to prepare students for the demands of today's fast-paced business environment. 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 dealing with 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 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. These skills include: team-work, communication, customer service, leadership, research and problem solving.
- A solid knowledge of business practices and principles. It also develops the student's 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 Notes

Financial assistance may be available to qualified students.

Graduation requirements:

Students must achieve a 75% program average to earn a Business Administration Diploma.

### 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 and operations, human resources, and general administration are available to those students who possess the proper combination of business skills, experience, personal ability, and aptitude.

### 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.

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, evening, or on weekends.

## Duties & 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. Their 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 as required by law relating to ongoing business transactions.

## 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 dynamics and politics of an organization
- Provide direction and remain objective
- Be self-motivated, energetic, confident, and creative
- Effectively communicate and use interpersonal skills
- Use good listening skills and be tactful
- Communicate verbally and in writing with people from all walks of life
- Employ creative problem-solving skills

## Competencies upon Completion

### CORE COURSES\*

- **KEYBOARDING**  
Minimum 25 words per minute
- **BASIC COMPUTER CONCEPTS**  
Introduction to Personal Computers
- **OPERATING SYSTEMS**  
Basic level of proficiency in a Windows operating system
- **SOFTWARE FUNDAMENTALS**  
Basic level of proficiency using the Internet, Microsoft Outlook, Microsoft PowerPoint, and Microsoft Access  
Intermediate level of proficiency in Microsoft Word and Microsoft Excel
- **OFFICE SKILLS**  
Completion of Office Procedures Levels 1 & 2 and Basic Bookkeeping Levels 1 & 2
- **BUSINESS SKILLS**  
Completion of Grammar Essentials for Business Writing, Business Correspondence Levels 1 & 2, Business Math, Customer Service, Project Management Fundamentals, and Simply Accounting
- **EMPLOYABILITY SKILLS**  
Job Search and Résumé Writing, Thought Patterns for a Successful Career, and Employment Success Strategies
- **OFFICE SIMULATIONS**  
Complete one set of practical applications and drills

### CORE BUSINESS SPECIALTY COURSES\*

- **BUSINESS SKILLS**  
Business Essentials  
Business Economics  
Business Financial Management  
Marketing & Sales  
Human Resource Management  
Business Law & Ethics  
Business in the Electronic Age  
Business Administration Integrative Project