



Business Office Administration Skills Course Outline

Overall Course Objective: Business Administration Skills Class trains students in the skills necessary to begin a Career in the administrative assistant field. Students study Microsoft Office applications, QuickBooks and various soft skills and employment skills to help them be successful in a fulfilling vocation with a living wage.

Length of Training: 16 weeks (480 hours)

Days/Times: Monday through Friday – 8:30 AM to 3:15 PM

Class Admission Requirements:	<ul style="list-style-type: none"> Students must complete JobTrain Orientation and WONDERLIC assessment JobTrain Computer literacy Course must be completed before course start date Must have basic math and verbal skills at an 8th grade level 	<ul style="list-style-type: none"> Must desire employment in an office setting Must demonstrate the ability to concentrate and focus on daily tasks
Class Policies (Keys to Success):	<ul style="list-style-type: none"> Students must maintain a 95% attendance level Students must treat JobTrain like a Workplace <ul style="list-style-type: none"> Show Respect and compassion to yourself in all aspects (dress, attention, no electronics) Show respect to the building (help keep up our pride in our place) Students must be engaged: <ul style="list-style-type: none"> Be accountable to your team (classmates, instructors, counsellors, staff) Try everything, especially things you don't know Be prepared and come ready every day to work 	<ul style="list-style-type: none"> Students must give and get feedback: <ul style="list-style-type: none"> In a generous, respectful way To help themselves and their team To be the best they all can be When students have a problem or a challenge, they should: <ul style="list-style-type: none"> Ask for help Say "I don't know" Know their team is here to help

Instructional Outcomes:

Module One -- Administrative Applications:

- Students demonstrate Keyboarding techniques to achieve a least 3-5 WPM increase in speed (depending on prior keyboarding experience and entry speed)
- Through production of documents in MS Word students show mastery of formatting business letters, memos, tables, manuscripts and reports
- Through production of documents in MS Word students show mastery of correct grammar, punctuation, capitalization, and proofreader's marks/symbols
- Students learn Ten-key functions by touch
- Through a Micro-Internship at JobTrain front desk, students learn proper reception techniques and communication skills

Module Two -- Microsoft Applications:

- Through projects, working with sample files, class discussion, lectures, quizzes, and exams, students will demonstrate thorough knowledge of word processing, spreadsheet operations, database management, slide show production, and desktop publishing. Specific computer applications include: Introduction to Microsoft Windows, Microsoft Office Suite, (Word, Excel, PowerPoint, Outlook), Internet Navigation, and Google Drive



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Module Three -- QuickBooks:

- Through projects, working with sample files, class discussion, lectures, quizzes, and exams, students will demonstrate familiarity with running payroll, entering and paying bills, analyzing financial data, enter sales and invoices, working with lists, bank accounts, and other accounts, and receiving payments, making deposits, estimate and progress invoicing, running and customizing reports, and generating letters in QuickBooks.

Module Four -- Life Skills:

- Essential Skills (ongoing life skills and Job Readiness workshops : Goal-setting, Problem-Solving, Conflict Resolution, Behavior Modification, Anger Management, Personality Types, Communication Skills, Interview Skills, Customer Service, and Resume Development
- Students demonstrate presentation skills through 3-4 weekly group presentation projects
- Students demonstrate mastery of job-search procedures and best-practices (and MS Office skills) through the production and editing of supporting documents including: Resume, Cover letter, LinkedIn Profile, Employment Portfolio, Employer Contact List, Reference lists, and role play interview technique.

Completion Requirements: Teaching/Evaluation Methods (all modules):

Based upon enrollment expectations and completing instructional outcomes.
Group projects, individual projects, class presentations, working with sample files, class discussion, lectures, quizzes, and exams

Training Materials:

White Board, markers, handouts, Computer lab with 30 PC computers, Internet connection, Projector with screen, clicker/pointer remote, shared class cloud drive.

Student Provided materials:

Three 3-ring binders, USB flash drive (4 GB), pen or pencil, six 1-subject notebooks

Certification Track:

Cañada College -- CBOT Certification, AA in Business Administration

College Credit:

Cañada College: CBOT 415, CBOT 417, CBOT 430, CBOT 431, CBOT 435, CBOT 472, CBOT 474 (12.5 units)

Career Opportunities:

Administrative/Executive Assistant, Receptionist, Customer Service Rep., Dispatcher, Accounting Clerk, General Office support, Clerk Typist, Data Entry Operator, File Clerk, and other related office occupations.

Application of School – wide Learning Outcomes

1. Students will demonstrate the academic and vocational skills required to obtain an entry level position in their field. ***Students learn Keyboarding skills, MS Office, QuickBooks, and various other applications that they will need to operate as an Administrative Assistant.***
2. Students will demonstrate the positive attitude and work habits necessary for job success. ***Students participate in team-building group projects, work with deadlines, and learn to prioritize tasks. Through the Essential Skills program students learn soft skills for career success.***
3. Students will demonstrate the creativity, critical thinking, communication, and collaboration skills required in their job field and to make a positive contribution to their community. ***Students use creativity to craft original documents and administer a school-wide survey on behalf of JobTrain, synthesize the results, and produce a business-level full-color final report on their findings.***
4. Students will demonstrate understanding of the career ladder in their field and how to progress from an entry level job to more responsible positions. ***Through guest speakers, networking, informational interviews, and field trips, students understand how the job market operates and speak to currently working Administrative Assistants about their chosen career.***