

## PROGRAM & CAREER HIGHLIGHTS:

- ✓ \$23,000 - \$41,600 wage range.
- ✓ Accelerated program to learn the skills needed to be successful in your career.
- ✓ Professional Opportunities: Students have found employment finance, insurance, real estate, mining and oil and gas extraction, and construction.

# ADMINISTRATIVE PROFESSIONAL/ BOOKKEEPER

*This program tracks directly to the essential skills identified by Human Resource Development Canada and provides training that allows graduates to be successful in this highly demanding and rewarding field. Graduates may find employment as Administrative Assistants, Administrative Professionals, Receptionists and Bookkeepers.*

### CALGARY CAMPUS

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# PROGRAM OUTLINE // 20 WEEKS

<b>BOOKKEEPING</b>	This course introduces you to manual bookkeeping. You will learn about using journals, preparing financial statements and the processes involved with manual bookkeeping. You will learn how to use journals, prepare financial statements and the processes involved with manual bookkeeping.
<b>BUSINESS COMMUNICATION</b>	You will learn to apply writing skills to a variety of documents such as letters, reports and resumes. Topics in the course will cover contemporary business communication issues including internet and email communication, diversity and ethics.
<b>COMPUTER FUNDAMENTALS</b>	This course introduces you to the basics of computers in a Windows 7 environment.
<b>CUSTOMER SERVICE</b>	Throughout this course you will learn what defines customer service, the challenges of customer service, problem-solving skills, fundamental abilities and strategies to form a plan of success in implementing customer service.
<b>KEYBOARDING</b>	You will learn proper keyboarding skills in this course. The course focuses on formatting skills and increasing keyboarding speed and accuracy.
<b>MICROSOFT ACCESS</b>	You will be introduced to the operations of Microsoft Access. Microsoft Access is a database application that many companies use. You will learn how to use the software for daily tasks and the benefits and advantages of using a relational database in business tasks.
<b>MICROSOFT EXCEL</b>	Using Microsoft Excel, you will gain skills to use the program confidently. Some of the topics that will be covered are how to insert and format tables, sort and filter data in spreadsheets, create charts and illustrations and save data in specified formats.
<b>MICROSOFT POWERPOINT</b>	In this course, you will discover how to create a new presentation in the PowerPoint environment. You will learn how to format slides and enhance the visual appeal of the presentation through the use of graphics and objects. In addition, you will learn how to add tables and charts to present data in a structured form.
<b>MICROSOFT WORD</b>	Building on the skills learned in Computer Fundamentals, you will create, edit, and improve standard business documents using Microsoft Word.
<b>OFFICE PROCEDURES</b>	You will be introduced to what's involved in a career as an Administrative Professional. Topics include human relations, time, work and resource management, organization structure and office layout; office technology; front-line reception; aspects of business communication specific to the office professional; office commerce and record keeping; and professional development.
<b>SALES &amp; MARKETING</b>	You will gain an understanding of the basics of marketing and sales skills that are required by employers for success in today's competitive, ever changing Marketplace.

## EMPLOYMENT SKILLS

This course is designed around group activities to develop job-hunting techniques, to identify marketable education, training, and skills, and to recognize the uniqueness of your strengths. The course stresses assertiveness, the success of past students, and various strategies to reveal the hidden job market. You develop your own personal character profile and skills inventory to assist in marketing yourself through the use of covering letters and resumes. You will participate in mock interviews to evaluate your readiness for the job market.

## INDUSTRY PRACTICUM

A four week work practicum is included in this program. This practicum will give you a chance to put your newly acquired skills to work in a "real-world" environment while gaining valuable experience.

## NOTES