

# Business Receptionist

## Certificate

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### Program Objective

This program introduces students to word processing and to many applications in the business world. Skilled Secretary/Receptionists are in great demand by both large corporations and small independent businesses. Students will have the opportunity to learn today's most popular word processing software applications.

### 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

Career opportunities are almost unlimited. The position of Secretary/Receptionist is critical in any business environment. Graduates may move into supervisory roles as their careers develop.

### Duties and Responsibilities

- Ability to handle a wide variety of office related duties
- Assists all levels of management if required
- Excellent communication skills
- General office/telephone skills

### Method of Delivery

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

### Personal Attributes Required

- Good customer/client skills
- Well organized
- Verbal and written communication skills
- Self-motivated and dependable
- Team worker
- Attention to detail

### 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 40 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**  
Basic level of proficiency in Microsoft Excel
- **Database Management**  
Basic level of proficiency in Microsoft Access
- **Graphics/Presentation**  
Basic level of proficiency in Microsoft PowerPoint
- **Business Skills**  
Customer Service Essentials and Business Correspondence Level 1
- **Office Skills**  
Personal Computer Fundamentals for End Users, basic level of proficiency in Microsoft Outlook, Office Procedures, and Internet Fundamentals
- **Simulations and Drills**  
Practical Applications - 2 Units
- **Job Readiness/Employability Skills**  
Job Search and Resume Writing