

# Administrative Assistant Program Syllabus

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## **Course Description/Academic Competencies**

Appropriate, applicable, and relevant academic competencies are integrated into this occupational program. The program curriculum and material are covered at a basic to intermediate level. Students are not required to have any prerequisite courses or training. The applicable academic competencies are integrated into the occupational program. They will learn and master the practical, real-world knowledge and skills they will encounter on the job.

The program offers job training in basic and technical office skills, as well as a variety of general and specialized clerical duties required by every business. This includes, but is not limited to typing, ten-key, computer hardware and software concepts, Microsoft Office suite, and good written, oral, telephone, and email communication skills. In addition, the program will teach students how to create and maintain organized files and records, learn good telephone habits, develop strong proofreading and editing skills for grammar and spelling, become competent in the use of basic business math, and acquire a basic knowledge of bookkeeping. The program also covers other key administrative assistant soft skills such as maintaining a positive attitude at work, time management, and business etiquette.

## **Educational/Occupational Objectives and Skills**

This training program offers a practical, real-world, hands-on learning experience for those who are seeking to acquire the job skills required to become an administrative assistant. The role of an administrative assistant goes beyond the traditional stereotype of a secretary. These professionals may be responsible for managing calendars, taking meeting minutes, preparing travel arrangements and handling expense reports. The curriculum and materials are covered at a basic level. Students will learn basic administrative assistant skills by performing the actual hands-on, real-world, practical work they would encounter on the job.

## **Sequence of Instruction/Student Learning Outcomes**

The program provides applicable instruction required for completion determined by desired student learning outcomes. The proprietary curriculum consists of a mountain of training materials, including over fifty comprehensive PowerPoint lectures and many quizzes, tests, exercises, study guides, manuals, etc. covering all the major bookkeeping and accounting areas. Students learn real-world knowledge by working on and completing multiple manual and QuickBooks accounting practice sets consisting of realistic-looking and colorful source documents: customer sales invoices, vendor invoices, cash receipts and disbursements, employee time sheets and paychecks, bank statements, etc. They learn how to reconcile bank statements, prepare financial statements, and more. In addition, students master keyboarding and ten-key at an advanced level of proficiency, and learn professional work habits and attitudes.

## **Program Descriptions/Requirements/Student Assessments**

The program includes course descriptions, learning objectives, course requirements and learning outcomes in order to facilitate quality assurance and the assessment of student learning. The student's program progress of the required detailed above and their attendance are monitored and recorded at the end of each session. Their grades and scores are entered into their transcript and attendance record the following day. Student reports of progress, attendance, and grades are summarized and published at the end of each month. Copies are distributed to the students and entered into the student's records. Requirements for Completion: (1) 90% or greater cumulative attendance; (2) minimum cumulative grade-point average of 75%; and (3) completion of all exercises/practice sets; and (4) minimum 75% grade on two final exams.

## **Program Curriculum/Outcomes and Achievement of Objectives**

The organization of syllabi, lesson plans, competency tests, and other instructional materials is used to define a sequence for the achievement of objectives. The program is 600 clock hours: evenings Mon-Thurs, 4.5 hours per day, mornings Tues-Thurs 6 hours per day, 18 clock hours per week. Total length is 33.3 weeks (600 clock hours ÷ 18 clock hours per week) covering 234 calendar days and 7.7 months. Each week of instruction builds on the accumulative knowledge and skills acquired by the previous weeks to attain the desired student educational and occupational objectives and skills.

### **Program Organization**

The program is organized to guide the delivery of instruction. The program should be designed to effectively guide the delivery of instruction by following a structured framework. It is based on the institution's assessment and identification of the specific skills and knowledge required by the target industry or occupation. The curriculum development is tailored to meet these needs, incorporating both theoretical and hands-on training components. Clear learning objectives, aligned with industry standards, are established for the program. Additionally, the program incorporates progressive skill-building, allowing our students to start with foundational concepts and gradually advance to more complex, hands-on tasks. Lastly, assessments methods are integrated to measure student progress and ensure mastery of skills.

### **Program Directs Learning Activities/Methods of Instruction**

The program is conducted by an in-class instructor who engages directly with the students and curriculum under his or her guidance or supervision. These activities are designed to facilitate the acquisition of knowledge and skills through direct interaction with the learning materials or required skills. These direct learning activities include lectures, reading materials, hands-on activities, quizzes, exercises, interactive multimedia, real-world practice, and more.

### **Student Program Progress Benchmarks**

The program includes specific benchmarks to measure and evaluate student progress and this information is entered into each student's permanent record. There are two primary records that document these benchmarks: the student transcript and the student attendance record.

### **Program Practice with Equipment and Materials**

To develop skill proficiency, the program requires sufficient practice is provided with equipment and materials similar to those currently used in the occupation. In order to attain their certificate, a student is required to attain keyboard skills of 40wpm and 100% accuracy, and ten-key skills of 100kpm and 100% accuracy. In addition, students must complete all required hands-on, real-world exercises and practice sets.

### **Job-Related Health, Safety, and Fire Prevention**

The work environment for graduates of this program will involve working in an office. Although office-related health, safety, and fire-prevention is not critical factor in this occupation, the institution's program orientation lecture includes general information in this regard. The school Chief Administrative Officer is responsible for overall policy implementation, resource allocation, and oversight of the institution's health and safety program. Our instructors are responsible for educating students about health and safety protocols specific to office work environments and for referring them to the institution's Health and Safety Manual in the media room.

### **Program Technology and Technical Support**

The program encompasses technical knowledge and skills required in an office setting. This technical support is provided by the instructor as part of the program. Prior to enrollment, each student must complete a Technology Knowledge Survey in order to assess the student's of general computer and software skills. Based on the results of this survey, the instructor will adjust the student's instruction and practice according to his or her skill level. The program also includes intensive instruction and daily hands-on keyboarding and ten-key practice, as well as multiple computer-related exercises.

### **Evaluating Student Achievement**

The program includes a systematic, objective, and equitable method of evaluating student achievement based on learning objectives and required competencies. Student reports of progress, attendance, and grades are summarized daily and at the end of each month. Copies are distributed to the students and appropriate agencies and entered into the student's records monthly. Requirements for Completion: (1) 90% or greater cumulative attendance; (2) minimum cumulative grade-point average of 75%; (3) completion of all exercises/practice sets; and (4) minimum 75% grade on two final exams.

## **Instructional Plan of Academic Competencies and Occupational Skills**

### **WEEK 1: STUDENT ORIENTATION, WORLD OF ADMIN ASSISTANT, KEYBOARDING, TYPING, COMPUTER CONCEPTS, HARDWARE, SOFTWARE, AND WINDOWS BASICS**

Student Orientation; School Disclosures; Student Rights; Career Goals; World of Administrative Assistant; Tools of Trade; Review Training Program Syllabus and Manual; Skills and Responsibilities of an Administrative Assistant; Mastering keyboarding and Typing Skills; basic organization skills; Key Computer System Components and Computer Terms; Hardware Components of the Computer; Software and Operating systems and Applications; User Files.

### **WEEK 2: ORGANIZATION SKILLS AT WORK, WINDOWS PROGRAM AND FILE MANAGMENT**

Organization Skills at Work; The Windows operating system; Launching Windows Programs; Logging On; Sizing and Moving Windows; Running Multiple Programs; Switching Between Programs; Shutting Down Windows; Manage Files; Create and Use Folders; Rename Files and Folders; The Recycle Bin; Back Up Files.

### **WEEK 3: WORKING WITH WORD BASICS, CREATING AND EDITING BUSINESS LETTERS**

Overview of Microsoft Word; How to Start Word and Work with Word's Ribbon interface; the Quick Access Toolbar and the Mini Toolbar; Open and Close Documents; Navigate Through Documents; Use Word's Help Feature; Exit Word. Business Letter Styles; Letter Formatting; Entering and Editing Text; Word Wrap; Text Selection; Drag and Drop; Undo and Redo; Copy and Move Text; Switch Between Documents; Save and Print Documents; AutoCorrect and Automatically Correct Common Errors.

### **WEEK 4: CREATING A MEMORANDUM AND A PRESS RELEASE**

Create a Memorandum; Learn About Tabs; Insert and Format Dates; Insert Symbols; Automatic and Manual Page Breaks; Basic Proofreading Tools; Formatting Text; Format Painter; Find and Replace Text and Formats.

### **WEEK 5: MICROSOFT WORD**

Complete multiple beginner, intermediate, and advanced Microsoft Word exercises.

### **WEEK 6: TIME MANAGEMENT SKILLS, INTRODUCTION OF MICROSOFT EXCEL**

Time Management Skills at Work; Introduction to Microsoft Excel; How to Use and Launch Excel; How to Navigate an Excel Worksheet; Entering Text and Numbers into Cells; Difference Between Worksheets and Workbooks; How to Save Worksheets and Workbooks.

### **WEEK 7: MICROSOFT EXCEL-EDITING, VIEWING, AND PRINTING WORKSHEETS**

Select Cells and Ranges; Edit a Worksheet; Replace and Delete Entries; Use Undo and Redo; Using AutoCorrect, AutoFill, and AutoComplete; Use Different Views Before Printing a Worksheet.

### **WEEK 8: MICROSOFT EXCEL-WORKING WITH FORMULAS AND FUNCTIONS**

Formulas and Functions; Create and Modify Basic Formulas and Functions; AutoSum; Relative, Absolute, and Mixed Cell References; Copy Functions and Formulas; Display Cell formulas Rather Than Values.

### **WEEK 9: MICROSOFT EXCEL**

Complete multiple beginner, intermediate, and advanced Microsoft Excel exercises.

### **WEEK 10: TELEPHONE SKILLS, MICROSOFT POWERPOINT-CREATING, PRESENTATIONS**

Telephone Skills at Work; Basics of PowerPoint; Navigating the PowerPoint Window; Inserting Text; Applying Themes; The PowerPoint Ribbon; Inserting Slides; Automated Bulleted List Feature; Create a Basic presentation; Appropriate Slide Layout; Present a Slide Show and Save.

**WEEK 11: MICROSOFT POWERPOINT-DESIGNING THE PRESENTATION**

Presentation Design; Improve Consistency; Format and Organize Text; Add slides; Outline Panel; Practice Using Slide Sorter View; Create Outline in Word; Import to PowerPoint to Automate Slide Creation; Format Painter; Organize Slides by Sections; Page Set Up; Print Preview; Print Set Up; Output Formats.

**WEEK 12: POSITIVE ATTITUDE AT WORK, BUSINESSMICROSOFT ACCESS-OVERVIEW**

Positive Attitude at Work; introduction to Access Database Program; Basics of Database Structure; Launch Access 2010; Elements of Access Welcome Window; Open Actual Database; Learning the Navigation Pane;

**WEEK 13 BUSINESS ETIQUETTE, VOCABULARY, SPELLING, BASIC ACCOUNTING & BOOKKEEPING**

Business Etiquette; Business Vocabulary; Business Spelling and Grammar; Introduction to Basic Accounting and Bookkeeping.