

# Administrative Assistant Diploma

Diploma Program | Course Length: 28 Weeks

The Administrative Assistant Diploma program at ABM College prepares students to enter any office setting and provide excellent administrative support. Students learn how to use industry-standard computer software to effectively manage correspondence, documents, spreadsheets, databases and more. Students also receive customer service and communication training to maintain professionalism, and end with a 4-week practicum placement to add work experience to their resume.



### Enhanced Tools & Resources

In-depth industry-standard software training puts students ahead of the competition upon graduation

### Value-Added Modules

HR and Customer Service courses equip students with additional skills for added value in their career

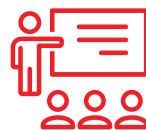
### Shorter Course Duration

Start your new career after only 28 weeks and get closer to your career goals by saving time spent in school

## Program Description

The Administrative Assistant Diploma program gives students the practical skills and knowledge needed for a rewarding career in an office environment. Students will learn key software applications and computer skills, typing, administrative procedures, as well as important interpersonal skills to build their confidence as an effective and skilled administrative team member.

Students will receive extensive training on the Microsoft Office Suite, including Word, Excel, Access, and Outlook. Blending key technical abilities, bookkeeping and human resource skills with important professional talents, graduates leave the program with all of the skills and knowledge required to meet employer demands in an administrative role.



### Learning Options

Online  
Classroom  
Blended



### Length of Program

28 Weeks Total  
24 Weeks In-class  
4 Weeks Practicum



### Location

Calgary Campus



### Class Availability

Morning  
Evening  
Weekend

## Career Opportunities

- Administrative Support
- Clerical Assistant
- Information Clerk
- Office Personnel
- Secretary / Personal Assistant
- Filing & Data Entry

## Who Should Enrol?

Good administrative assistants are highly organized, very resourceful, and effective time managers. They have a unique ability to anticipate needs, and they listen and understand direction well. If you are passionate about effective verbal and written communication and like collaborating with a team, this could be an ideal career for you.

## ANTICIPATED SALARY RANGE

### ADMINISTRATIVE ASSISTANT

**\$43,000**  
AVERAGE ESTIMATED  
STARTING WAGE  
PER YEAR

**\$64,000**  
AVERAGE ESTIMATED  
EXPERIENCED WAGE  
PER YEAR



\*This estimate is based on available employment data at the time. Actual salary will vary based on numerous factors

## Admission Requirements

### Standard Admission

*Students must meet ONE of these criteria:*

Alberta High School Diploma or equivalent with minimum score of 50% in English 20-1 on verified transcript

**-OR-**

General Equivalency Diploma (G.E.D.), plus successful interview with ABM College Administration, and if student's first language is not English, Canadian Language Benchmark of 6 with SLE Language Evaluation Test (Accuplacer)

### Mature Admission

*Students must meet ALL of these criteria:*

1. At least 18 years of age prior to admission
2. Score of 20 or higher on Entrance Exam (Scholastic Wonderlic)
3. Successful interview with ABM College Administration
4. If student's first language is not English, Canadian Language Benchmark of 6 with SLE Language Evaluation Test

## Contact Us

For more information and enrollment, contact an admissions advisor:

### Calgary:

(403) 719-4300  
generalinfo@abmcollege.com  
112 28 Street SE Calgary, AB







# Course Components

## 1. Microsoft Outlook

Students will learn key skills within Microsoft Outlook and how to effectively use the application in a workplace administrative capacity.

## 2. Microsoft Word

Students will learn key skills within Microsoft Word and how to effectively use the application in a workplace administrative capacity.

## 3. Microsoft Excel

Students will learn key skills within Microsoft Excel and how to effectively use the application in a workplace administrative capacity.

## 4. Microsoft Access

Students will learn key skills within Microsoft Access and how to effectively use the application in a workplace administrative capacity.

## 5. Microsoft Power Point

Students will learn key skills within Microsoft PowerPoint and how to effectively use the application in a workplace administrative capacity.

## 6. Keyboarding

Students learn the proper way to type to be most efficient in the workplace and practice their typing skills to increase their typing speed.

## 7. Office Procedures

Students will learn how to conduct themselves in the office and learn common workplace procedures such as proper email etiquette and telephone manner.

## 8. Customer Service

Students learn how to engage with customers in a friendly and professional manner, as well as basic conflict resolution skills.

## 9. Business Communication

Designed to enable students to communicate comfortably through writing and speaking, this course will enhance their ability to express and receive information effectively.



## Course Components

### 10. Bookkeeping

Students learn how to record day-to-day financial transactions including purchases, sales, receipts, and payments for organizations, which is a common administrative task to assist with accounting in many business settings.

### 11. Human Resources Management

Students learn the strategic approach to effective management of people in a company or organization so they may assist their business in gaining a competitive advantage.

### 12. Interpersonal Communication

Students learn how to conduct themselves in an office setting and maintain professional communication and behaviour.

### 13. Document Processing

This course covers how to handle various types of documents in an office setting.

### 14. Practicum

Students will gain practical and hands-on experience to apply the knowledge and skills learned in class to real-world experiences in a professional capacity.

### 15. Resume Writing & Professional Skills

Students will learn how to develop and optimize a professional resume to put forward for employers. Additional support in job search, interviewing, and other professional skills is provided to ensure students have the best possible career transition prospects.

### Optional - Business Communication

This course helps students explore and understand the role of communication in professional business settings. Attention is given to workplace culture, interpersonal and team communication, technology, professional presentations, research, meetings, and professional writing grounded in communication and business theory.



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