

OFFICE ASSISTANT PREPARATION

Head Office:
P.O. Box 858, 51 King Street East
Brockville, Ontario – K6V 5W1
(613) 342-2312 Fax (613) 342-2875



Program Description: This skills-based program equips individuals with the essential skills required to succeed in an office environment. Emphasis is placed on both technical computer skills and customer service skills to offer the best advantage in the competitive labour market.

Program Objectives: By the end of the program students will be able to:

- Use effective business writing skills to create and word-process general office correspondence, forms and reports
- Create and manage spreadsheets that contain formulas, functions and graphics
- Build a basic database and effectively source and sort data
- Display introductory-level skills with presentation and publishing applications
- Demonstrate solid research skills for both electronic and print resources
- Access information via the Internet and correspond via email
- Navigate operating system software
- Demonstrate an understanding of computer components
- Operate a variety of office equipment and machines
- Demonstrate an understanding of petty cash, accounts payable and accounts receivable
- Model a customer friendly attitude and demonstrate effective customer service skills

Program Delivery: This course is delivered through one-to-one instruction with a series of role-plays, video assignments, practical applications, written and computerized assignments.

Evaluation: Individuals will be evaluated on participation, attitude, attendance, and outcomes of assignments and tests.

Duration: Commonly a 24-week program; however content and duration can be modified to suit the needs of individual students. Program schedule consists of 4-hour sessions, 5 days per week.

Start Date: Continuous intake throughout the calendar year.

Registration: To register or inquire about program fees, please call:
Brockville 613-342-2312

Value-Added Programs:

1. To increase an individual's success in preparing for a real-world environment CSE Consulting offers an **8-week Work Experience** program. This program offers the opportunity to demonstrate newly learned skills, expand the employment network and acquire on-the-job experience. Individuals must have a min. 90% attendance record to participate.
2. To assist individuals with searching for and securing employment CSE offers a **Creative Job Search Techniques** program. It consists of 12 Sessions over the course of 4 weeks and includes resume and cover letter development, skill identification, interview tips and techniques for career changers, active job searching and effective follow-up.

Other CSE Programs:

*Customer Service & Retail Sales
Computer Upgrading*

*Accounting Clerk
Academic Upgrading*

*Inventory/Parts Counter Clerk
GED & High School Diploma Assistance*

Specializing in Individualized Adult Instruction - CSE Consulting