

## **OFFICE ADMINISTRATION PROGRAM**

Administrative Assistant Certificate

Financial Assistant Certificate

Medical Office Assistant Certificate

### **How To Use This Guide**

This planning guide is to assist you in selecting your courses each term. Please read carefully, as some courses are only offered in one semester each year, while some are offered in multiple semesters each year.

Refer to your program page on the main website under [programs and courses](#) for a more thorough description of each course.

A description of common words and phrases can be found on the last page of this guide.

### **Graduation Requirements**

To receive a certificate (Administrative Assistant, Financial Assistant, Medical Office Assistant) from the [Office Administration](#) program from Yukon University, a student must complete the following:

- Pass all certificate-specific courses, including FILD
- Obtain an average mark of 60% in all courses (with a cumulative GPA of 2.00 or C average across all courses)
- Meet Yukon University First Nations core competency\*
- Apply to graduate by deadline

\*All students graduating from Yukon University must achieve core competency in knowledge of Yukon First Nations. Completing the free online workshop, Yukon First Nations 101, is one way to meet this requirement.

For further details, visit [Yukon First Nations Core Competency](#).

## Open Studies Students

[Open Studies](#) allows students to take credit courses from a variety of subject areas and disciplines at Yukon University, for professional development, upgrading post-secondary qualifications, or general interest.

Through Open Studies, you can earn up to six credits in each term (typically two courses) without being enrolled in a program.

Credits earned may be considered toward a future certificate, diploma, or degree. To receive a credential, you will be required to apply, and be accepted, to a program. Please consult a program advisor for available Open Studies courses.

Please note that international students are not eligible for Open Studies without an authorization form. Please contact Registrations and Records at [registrations@yukonu.ca](mailto:registrations@yukonu.ca) or call 867 668 8710 ext. 2, for more information.

## Full-time or Part-time Studies

For students who have applied to the Office Administration program, below is a sample sequence of courses to complete for each certificate. If you follow this plan, you should be able to graduate in ten months, provided you complete and pass all courses. You may choose to complete the certificate full-time in ten months or over two or three years as a part-time student. You may also complete two courses per term as an Open Studies student, and you can take courses in the Office Administration program, even if you do not plan to graduate with a certificate.

To complete a certificate, all students in the Office Administration program take core courses common to all three certificates in the fall semester. In the winter semester, students then choose courses specific to their certificate: Administrative Assistant certificate, Financial Assistant certificate, or Medical Office Assistant certificate.

## Courses by Certificate

Courses by Certificate					
Administrative Assistant Certificate		Financial Assistant Certificate		Medical Office Assistant Certificate	
Term 1	Cred	Term 1	Cred	Term 1	Cred
ACCT 120 - Introductory Accounting	3.0	ACCT 120 - Introductory Accounting	3.0	ACCT 120 - Introductory Accounting	3.0
ADMN 100 - Workplace Administration and Collaboration	3.0	ADMN 100 - Workplace Administration and Collaboration	3.0	ADMN 100 - Workplace Administration and Collaboration	3.0
ADMN 101 - Office Procedures for Today's Offices	3.0	ADMN 101 - Office Procedures for Today's Offices	3.0	ADMN 101 - Office Procedures for Today's Offices	3.0
COMM 100 - Business Communication	3.0	COMM 100 - Business Communication	3.0	COMM 100 - Business Communication	3.0
COMP 161 - Technology for Business	3.0	COMP 161 - Technology for Business	3.0	COMP 161 - Technology for Business	3.0
Term 2		Term 2		Term 2	
Open 3-credit Elective	3.0	Open 3-credit Elective	3.0	Open 3-credit Elective	3.0
ADMN 102 - Office Procedures for Administrative Professionals	3.0	ACCT 125 - Intermediate Accounting	3.0	MOA 100 - Introduction to Healthcare in Canada and the North	3.0
WP 220 – Advanced Word Processing	3.0	ACCT 130 – Practical Accounting Applications	3.0	MOA 101 - Medical Office Procedures	3.0
Communications Elective	3.0	ACCT 300 – Computerized Accounting	3.0	MOA 102 - Basic Anatomy, Physiology, and Pharmacology for the Medical Office Assistant	3.0
KEY 001 - Keyboarding	0.0	KEY 001 - Keyboarding	0.0	KEY 001 - Keyboarding	0.0
Term 3		Term 3		Term 3	
FILD 100 - Administrative Assistant Fieldwork	3.0	FILD 101 - Financial Assistant Fieldwork	3.0	FILD 102 - Medical Office Assistant Fieldwork	3.0
	<b>30</b>		<b>30</b>		<b>30</b>

## COURSE DESCRIPTIONS

### CORE COURSES (for all certificates)

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#### **ACCT 120 - Introductory Accounting**

This introductory course covers the study of accounting based on a service business organized as a sole proprietorship and a merchandising business. Topics include analysing and journalizing transactions, general journal and combination journals, posting to general ledger, accounts receivable and payable ledgers, eight-column worksheets, adjusting and closing entries, and preparing financial statements.

#### **ADMN 100 - Workplace Administration and Collaboration**

This course is for students or professionals entering office assistant roles in any context and provides students with the necessary skills to enter the modern workplace. This course introduces students to the essential tools and skills for digital communication and collaboration, focusing on the proficient use of email and scheduling, team collaboration, virtual meeting tools, and data management.

#### **ADMN 101 - Office Procedures for Today's Offices**

This course focuses on practical knowledge and skills related to office procedures, systems, and routines. Topics include human relations, interpersonal skills, conflict resolution, teamwork, critical thinking, and cultural competency. This course will place an overarching emphasis on tools and strategies to promote individual, organizational, and community wellness.

#### **COMM 100 - Business Communications**

In this course, students explore the written and oral skills needed to communicate in diverse organizational and cultural contexts. Students will build a strong foundation in business writing written communication, and then they will research, create and adapt documents to achieve strategic, professional goals. Awareness of audience and clarity of purpose will be stressed as integral aspects of effective communication. As well, students will study, develop, and deliver oral presentations.

#### **COMP 161 - Technology for Business**

Through this course, students will develop skills to create documents for effective decision making in the workplace. Students will use business management tools to develop skills for communication, collaboration, and analysis. Students will develop an understanding of organizing and visualizing data and information. This course provides an orientation to current tools and software used in workplaces, and it will discuss the evolving areas of AI and maintaining wellness with boundaries between work and online life.

#### **KEY 001 - Keyboarding**

This course focuses on developing students' skills in keyboarding. Time will be devoted to individual work and practice sessions. Students must pass with 25 nwpm with 98% accuracy.

### **Administrative Assistant Certificate-specific Courses**

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#### **ADMN 102 - Office Procedures for Administrative Professionals**

This course will focus on practical knowledge and skills related to office procedures, systems, and routines. Major topics in this course include time-management skills, project management, communications and customer service, meeting and event planning, minutes and resolutions, and presentations.

### **COMM 200 - Intercultural Communications for Business**

To work towards reconciliation in Canada, The Truth and Reconciliation Commission has made calls to action for “skills-based training in intercultural competency.” As new communication technologies improve connectivity and the world becomes increasingly globalized, intercultural competency is critical for business communicators, both locally and globally. In this course, students will practice listening, speaking, and writing to communicate with understanding, empathy, and awareness in intercultural community and business contexts. Through reflection on individual worldviews and recognition of cultural difference, students will explore skills-based solutions for developing intercultural competency.

Prerequisite(s): COMM 100

### **WP 220 - Advanced Word Processing**

This course covers advanced features for creating, formatting, and editing complex documents. Students will use mail merge to create form letters, mailing labels, email and telephone lists. They will create multi-section reports with tables of contents using templates with styles and macros. They will customize Microsoft Word and automate their work using templates with auto text and toolbars, and they will create onscreen, fill-in forms.

Prerequisite(s): COMP 161

### **FILD 100 - Administrative Assistant Fieldwork**

This is the culminating capstone course in the Administrative Assistant certificate and through this course, students will participate in four weeks of on-the-job training. Through mentorship, students will take on an administrative assistant role in a Yukon organization. Throughout the placement, students will reflect on this learning experience with feedback from their placement supervisor and instructor.

Prerequisite(s): Successful completion of all certificate-specific courses.

### **Financial Assistant Certificate-specific Courses**

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#### **ACCT 125 - Intermediate Accounting**

This intermediate course covers partnership and corporation accounting, combination journals and special journals; posting to accounts receivable and payable ledgers; payroll, general accounting adjustments, inventory control, and analysis of financial statements.

Prerequisite(s): ACCT 120

#### **ACCT 130 - Practical Accounting Applications**

This course builds on the foundational accounting knowledge gained in ACCT 120 and ACCT 125. In this hands-on, application-focused course, students will further develop their accounting skills by engaging with real-world scenarios and practical exercises. The course will provide students with a deeper understanding of how to apply accounting principles in day-to-day office administration tasks and organizational financial management. Through a combination of case studies, practical exercises, and collaborative projects, students will gain the confidence to apply accounting techniques in real office settings, ensuring that they are prepared for a range of accounting responsibilities in the workplace.

Prerequisite(s): ACCT 120

#### **ACCT 300 - Computer Applications in Accounting**

This course will introduce students to the practical application of accounting theory using Sage 50, an industry standard, integrated computerized accounting system. Students will become proficient in

establishing company records, maintaining daily transactions using the general ledger, accounts payable, accounts receivable, inventory, and payroll features, as well as creating financial statements. Prerequisite(s): ACCT 120

### **FILD 101 - Financial Assistant Fieldwork**

This is the culminating capstone course in the Financial Assistant certificate and through this course, students will participate in four weeks of on-the-job training. Through mentorship, students will take on a financial assistant role in a Yukon organization. Throughout the placement, students will reflect on this learning experience with feedback from their placement supervisor and instructor.

Prerequisite(s): Successful completion of all certificate-specific courses.

## **Medical Office Assistant Certificate-specific Courses**

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### **MOA 100 - Introduction to Healthcare in Canada and the North**

In this course, students explore the complexity of delivering health care in Canada and how policy shapes decision making within the health care continuum. Students will understand the basic framework of health care delivery in the Yukon and comprehend how the various health care providers interact inter-professionally and the role of government in defining the conveyance of health care to the public. In addition, students will work independently and in groups to solidify the knowledge gained and support personal, organizational, and community wellness by developing cultural awareness and applying principles of reconciliation in their daily lives.

### **MOA 101 - Medical Office Procedures**

This course prepares students with knowledge and skills of office procedures in a medical office in the Yukon. Students will use medical office equipment and software to develop skills in appointment scheduling, reception, filing, preparing and handling laboratory samples and sterilizing medical instruments. Students will learn and use medical terminology for simple clinic procedures, perform baseline assessments on patients, and fill out medical forms and maintain a complete inventory of clinic supplies. Students will also learn Yukon Health Care Billing and Yukon Health Care Policies and Directives, which will help them complete medical forms and documents to support patients in receiving insured-health services in the Yukon. Lastly, students will learn techniques on therapeutic communication, verbal and non-verbal cues to equip them with empathy and advocacy to meet the needs of the patients.

### **MOA 102 - Basic Anatomy, Physiology, and Pharmacology for the Medical Office Assistant**

This course will prepare students with basic knowledge on human anatomy, physiology, and pharmacology. Students will be introduced to the functions, interrelation of organs, disease processes and the effects of medication on body systems. The course will also present information on different methods of drug administration, drug groups and drug interactions. The knowledge that they gain from this course will help them work efficiently and assist physicians with their day-to-day clinic operations. This will also help them understand and provide support to their vulnerable clients. This course will not equip the MOA to answer patient's questions regarding their illness/medications but is to provide insight into why patients may be exhibiting certain symptoms at the time of the office visit. Indigenous ways of healing, alternative medications and over the counter medications will be integrated into each module.

### **FILD 102 - Medical Administrative Assistant Fieldwork**

This is the culminating capstone course in the Medical Assistant certificate and through this course, students will participate in four weeks of on-the-job training. Through mentorship, students will take on

a medical assistant role in a Yukon organization. Throughout the placement, students will reflect on this learning experience with feedback from their placement supervisor and instructor.

Prerequisite(s): Successful completion of all certificate-specific courses.

<b>Courses with Prerequisites</b>	
<b>Course</b>	<b>Prerequisite</b>
ACCT 125	ACCT 120 (C minimum)
ACCT 130	ACCT 120 (C minimum)
ACCT 300	ACCT 120 (C minimum)
COMM 200	COMM 100 (C minimum)
WP 220	COMP 161 (C minimum)
FILD 100/101/102	Successful completion of all certificate-specific courses
Please note that many of the elective courses have their own departmental prerequisites, and Office Administration students are responsible to ensure they meet these requirements to take any elective.	

## Common Words and Phrases

**Credit** is the unit of weight for university courses and range from 1 to 15 credits.

**Grade Point Average (GPA)** is a representation of academic achievement produced by dividing the total number of grade points earned over a period, usually a semester, divided by the number of courses or credits taken. See page 18 of the Academic Regulations for a fuller explanation.

**Prerequisite** is a course that you must complete with a satisfactory grade before enrolling in a subsequent course.

**Semester** is a portion of an academic year during which an educational institution holds classes. Recommended Sequencing Plan shows a program's courses arranged according to semester and are recommended to be taken in this order to complete a certificate, diploma, or degree.

### Semester Starts and Ends

Fall = Either late August or early September through December

Winter = January through May

## Student Responsibility

Students are responsible for the completeness and accuracy of their registration and for determining the requirements of their program. Always read course descriptions before registering to determine if you have the necessary prerequisites. Please refer to [Academic Regulations](#) and [Important Dates](#) for important information.

## Program Advising

Office Administration faculty are available to support students throughout their academic program and can assist with overall program navigation. Please email [officeadmin@yukonu.ca](mailto:officeadmin@yukonu.ca) to book a program advising appointment.