

YukonU Program Planning Guide

School of Business and Leadership



Office Administration Certificate Program 2026-27

Instructions for Use

This planning guide is to assist you in selecting courses each term. Read carefully, as some courses are only offered in one term/year, and some are offered in multiple terms/years.

***The recommended sequencing plan and note section in this guide will be beneficial in helping you select courses.**

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

A glossary (description) of common words and phrases used in this guide can be found on the last page.

Graduation Requirements & Yukon First Nations Core Competency

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

Yukon First Nations Core Competency

Yukon University recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, you will be required to 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](#)

Student Responsibility

You are responsible for the completeness and accuracy of your registration and for determining the requirements of your program. Always read course descriptions before you register to determine if you have the necessary prerequisites and pay attention to notes on mutually exclusive and cross-listed courses (pairs of courses in which credit will be awarded for only one).

Program Advising

Students may seek out program advising from a Office Administration faculty member at any time. Program advisors are available to support all students throughout their academic program and can assist with course selection and overall program navigation. To book program advising please call (867) 668-8762 or email officeadmin@yukonu.ca

Course Delivery Options

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. Courses can also be taken in-person, online, or a combination of the two delivery methods. All of these decisions can be discussed with a program advisor to help select the best path forward.

Courses by Certificate

Administrative Assistant			Financial Assistant			Medical Office Assistant		
Fall Term								
Course	Credits		Course	Credits		Course	Credits	
ACCT 120	3		ACCT 120	3		ACCT 120	3	
ADMN 100	3		ADMN 100	3		ADMN 100	3	
ADMN 101	3		ADMN 101	3		ADMN 101	3	
COMM 100	3		COMM 100	3		COMM 100	3	
COMP 161	3		COMP 161	3		COMP 161	3	
KEY 001	0		KEY 001	0		KEY 001	0	
Winter Term								
ADMN 102	3		ACCT 125	3		MOA 100	3	
WP 220	3		ACCT 130	3		MOA 101	3	
COMM 125 <u>or</u> 200	3		ACCT 300	3		MOA 102	3	
KEY 001*	0		KEY 001*	0		KEY 001*	0	
Open Elective	3		Open Elective	3		Open Elective	3	
Spring Term								
FILD 100**	3		FILD 101**	3		FILD 102**	3	
TOTAL CREDITS	30			30			30	

*Must register for KEY 001 in fall term

**FILD 100, 101, and 102 are 4 week job placement practicums to be completed immediately following the Winter term classes

Course Descriptions

CORE COURSES (All Certificates)

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

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 125 – Interpersonal Communications

Through guided reflection students are invited to analyze the ways they currently use communication, considering the contextual factors that impact professional relationships. Continuous analysis supports further development of their communication skills. Practice and feedback encourage students to become active, intentional, and self-aware communicators. This course fosters a foundation for relational practice in northern workplaces.

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

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

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.

ELECTIVES

Administrative Assistant			
FNGA	HIST 140	HR 272	LEAD 110
MMC 111	MMC 112	MMC 113	MMC 120
Financial Assistant			
COMM 125	COMM 200	ECON 100	ECON 101
FNGA 100	HIST 140	LEAD 110	MATH 141
Medical Office Assistant			
ANAT 1101	COMM 125	COMM 200	FNGA 100
HIST 140	HR 272	LEAD 110	PSYC 206

NB: This is not an exhaustive list of electives. Please connect with your Office Administration program advisor if you have another elective you would like to complete.

OFFICE ADMINISTRATION COURSE PREREQUISITES

Course	Prerequisite
ACCT 125	ACCT 120 (C minimum)
ACCT 130	ACCT 130 (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 enrol in any elective.

Common Words and Phrases

- A **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.
- **Highly Recommended Course** is a course that would be beneficial to your learning and should be take either before or during your studies.
- **Prerequisite** is a **course that you must complete with a satisfactory grade** before enrolling in a subsequent course.
- A **Semester** is a portion of an academic year, during which an educational institution holds classes. Many people use the word 'term' interchangeably. We have three semesters per year. (Fall, Winter & Spring/Summer – see below)
*Note: not all programs use three (3) terms as part of their study schedule – most programs at YukonU use only the Fall & Winter term.
- **Recommended Sequencing Plan** shows a program's courses arranged according to year and semester (Fall, Winter, Spring) and are recommended to be taken in this order to complete a certificate, diploma or degree.
- **Fields of Study**
 - **Humanities** is the study of unique products of human culture and expression and include **history, literature, language, philosophy, the visual arts, theatre, dance, and music.**
 - **Social Science**, sometimes called the behavioural sciences, is the branch of academic study that looks at human activity in societies and seeks to understand the causes and consequences of social phenomena. Many social sciences have a social justice agenda in that they also seek to find and offer solutions to social problems. Social science disciplines include anthropology, criminology, economics, political science, sociology, psychology, and women and gender studies.
 - **Science** deals with the study of natural phenomena through observation, experimentation and use of scientific methods and includes study in fields such as astronomy, biology, chemistry, mathematics environmental sciences and physics.
- **Semester Starts and Ends**
 - Fall = Either Late August or early September through December
 - Winter = Early January through April (Sometimes into early May)
 - Spring/Summer = May through August

Note: Your program area determines terms/semester exact dates.