



OFFICE ADMINISTRATION PROGRAMS

Office Systems Specialist

Certificate Program 1993 – 1994

OLD

Victoria Street Campus
#131–63 West Victoria St.
Kamloops, B.C.
V2C 6L3

For information:
828-5050
828-5044

THE UNIVERSITY COLLEGE OF THE CARIBOO

Office Administration Department

Office Systems Specialist Certificate Program

1993-1994

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THE UNIVERSITY COLLEGE OF THE CARIBOO

Office Administration Department

Office Systems Specialist Certificate Program

PROGRAM DESCRIPTION

This program combines office skills training with broad computer hardware and software expertise, enabling you to assume the role of computer resource person in the workplace. In addition to performing office functions, as an Office Systems Specialist, you will have the ability to install software; troubleshoot hardware and software problems; manage the local area network; facilitate the introduction of new hardware and software; and provide staff training and support.

DISTINCTIVE ASPECTS OF PROGRAM

- *Leading-edge* training in the vocational/career technical areas;
- A unique program, not available at any other college or university in B.C.;
- Extensive human relations and communication training;
- Comprehensive training in troubleshooting hardware and software problems as well as managing a local area network;
- Students who successfully complete semesters one and two will have the opportunity to participate in a two-week practicum.

LOCATION

All Office Administration Programs are offered at the University College of the Cariboo

VICTORIA STREET CAMPUS

#131 - 63 West Victoria Street

Kamloops, BC

V2C 6L3

Telephone: 828-5050

Our new classrooms and computer labs provide state-of-the-art training in a business environment. Victoria Street Campus is located in the centre of the downtown business community. Our location is ideal for practicum placements and for integrating and articulating programs with leading practitioners from the Kamloops business community.

EMPLOYMENT OPPORTUNITIES

As a graduate, you will have a substantial foundation upon which to build a career as a microcomputer business systems analyst, consultant, technical support analyst, or systems trainer in a wide range of organizations.

You might find the skills acquired in the Office Systems Specialist program a valuable complement to business experience and other abilities you have gained prior to entering the program. If so, this combination of skills will help you achieve a unique level of expertise in your chosen field, thereby enhancing your opportunity for success upon entering or returning to the work force.

ADMISSION REQUIREMENTS

Educational Requirements:

- B.C. Grade 12 or equivalent, or mature student status;
- 67% on the combined English 12 and Government Exam;
 - or Level 3 on the composition section of the Language Proficiency Index (within the last 2 years);
 - or B standing English 050.

General Requirements:

- Interview with the Program Coordinator or designate;
- Submission of a completed Office Systems Specialist admissions questionnaire;
- Familiarity with DOS, microcomputer word processing and spreadsheet software, and proficiency with the keyboard, as demonstrated by educational transcripts, verifiable work experience, or successful completion of a skills test.
- Successful completion of the Canadian Achievement Test.

Documentation Required:

The following documentation is necessary to verify admission requirements:

- Official transcripts of previous secondary and post-secondary educational record;
- Proof of Citizenship or Landed Immigrant Status;
- Verification of successful results of LPI.

SEMESTER SCHEDULES

SEMESTER 1 - Fall Semester (September to December)		
OAOS	100	Word Processing Applications
OAOS	110	Windows Environment I
OAOS	120	LAN Management I
OAOS	140	Human Relations Behaviour at Work
OAOS	150	Communications for the Modern Office
OAOS	160	System Configuration & Troubleshooting
OAOS	180	Disk and File Management
OAOS	190	Spreadsheet Applications
SEMESTER 2 - Winter Semester (January to April)		
OAOS	200	LAN Management II
OAOS	220	Electronic Data Communications
OAOS	230	The World of Business
OAOS	240	Graphics Applications
OAOS	250	Windows Environment II
OAOS	270	Database Applications
OAOS	280	Computer User Support Training
SEMESTER 3 - Spring Semester (May to June)		
OAOS	300	Integrated Desktop Management
OAOS	310	Business Communications
OAOS	320	Practicum
OAOS	330	Perspectives

COURSE DESCRIPTIONS

Semester 1

OAOS 100 Word Processing Applications (35 hours)

Using *WordPerfect for Windows*, the student will acquire an in-depth knowledge of the features and capabilities of word processing software. Working to an advanced level, the student will explore and master the many business applications of *WordPerfect for Windows*. The related features and capabilities of *WordPerfect for DOS* are examined to ensure the student is equally capable with both implementations of the software.

PREREQUISITE: OAOS 110 Windows Environment I

OAOS 110 Windows Environment I (35 hours)

Using *Microsoft Windows*, the student will receive an introduction to software employing a graphical user interface. The student will explore the *Windows* environment and its relationship to DOS and the various system resources. An introduction to the concept of multi-tasking and the sharing of data among different applications will prepare the student for more advanced software applications.

OAOS 120 LAN Management I (35 hours)

Using *Novell's NETWARE* and the workgroup utility software *Futurus TEAM* for demonstration purposes, this course provides a comprehensive step-by-step approach for developing a detailed understanding of Local-Area-Networks. Proceeding logically through the network technology (hardware and software), standardization, and trends, the course will provide the student with an overview of the means by which computer resources are shared on a LAN.

PREREQUISITE: OAOS 180 Disk and File Management

OAOS 140 Human Relations Behaviour at Work (35 hours)

The student will learn to develop the skills and techniques necessary to promote good business and human relations required in today's office environment. The subject matter covers the ways in which attitudes influence relationships and therefore productivity. The student will learn that successful human relations require the acquisition of specific skills.

OAOS 150 Communications for the Modern Office (35 hours)

This course provides a review of basic grammar, punctuation, spelling, and writing skills. Each segment is reinforced by exercises, assignments, and tests which provide practice in applying the material. Oral communications are an integral part of the course.

OAOS 160 System Configuration and Troubleshooting (70 Hours)

This course is designed for the beginning user without a technical background. The course covers the internal components of the IBM-PC and compatibles, as well as external devices and accessories used with the microcomputer. In addition to preventive maintenance, the theory of troubleshooting and repair is also covered. The student will learn how to add components to safely expand and enhance a system, and will participate in hands-on troubleshooting assignments.

OAOS 180 Disk and File Management (35 Hours)

This course enhances the student's knowledge of *DOS* and introduces Central Point Software's *PC TOOLS*, Fifth Generation Systems' *DIRECT ACCESS*, and Quarterdeck's *QEMM*. *PC TOOLS* enables users to manage their computer's disk drives, run other programs, and recover files that have been damaged or erased. *DIRECT ACCESS* adds enhanced user-menu and usage-tracking abilities to the microcomputer. *QEMM* provides the ability to optimize the use of available memory.

OAOS 190 Spreadsheet Applications (70 Hours)

Using *Lotus 1-2-3 for DOS*, the student will acquire an in-depth knowledge of the features and capabilities of spreadsheet software. The many uses of the electronic spreadsheet as a business planning, analysis, and presentation tool are explored in detail. Hands-on training will prepare the student to implement effective information management techniques in the office.

Semester 2

OAOS 200 LAN Management II (70 hours)

Using *Novell's NETWARE*, this course provides step-by-step procedures for managing LAN's. In addition to configuring software for a LAN and troubleshooting network problems, the student will learn practical techniques designed to ease the transition from a stand-alone operation to local area networking in a multi-vendor environment.

PREREQUISITES: OAOS 120 LAN Management I
OAOS 160 System Configuration and Troubleshooting

OAOS 220 Electronic Data Communications (35 hours)

This course provides an introduction to data communications. All key data communications areas are examined, including hardware, software, and practical applications of the technology.

PREREQUISITE: OAOS 160 System Configuration and Troubleshooting

OAOS 230 The World of Business (70 hours)

This course provides an introduction to the world of business. Topics covered include Business Organization, Accounting, Marketing and the ergonomics of the automated office. The student is introduced to each of the subject areas, and to computer software applications used in those functional areas, where applicable.

OAOS 240 Graphics Applications (70 hours)

This is a course designed to familiarize students with a publishing system that enables them to create newsletters, advertisements, manuals, and other effective printed and on-line communications using *DRAWPERFECT* and *ALDUS PAGEMAKER*.

PREREQUISITE: OAOS 100 Word Processing Applications

OAOS 250 Windows Environment II (28 hours)

The student will optimize the operation of *Microsoft Windows* and applications operating in the Windows environment. In addition, multi-tasking, networking, and sharing of data between applications will be explored in detail.

PREREQUISITE: OAOS 110 Windows Environment I

OAOS 270 Database Applications (70 hours)

This course employs *DBASE IV* to provide the student with a comprehensive knowledge of the concepts and applications of an electronic database. The student will acquire fundamental database skills prior to creating custom database applications.

PREREQUISITES: OAOS 180 Disk and File Management
OAOS 190 Spreadsheet Applications

OAOS 280 Computer User Support and Training (70 hours)

This course introduces the computer resource person to the various techniques necessary to provide effective computer user support, both in person and by telephone. The student will further develop effective communication techniques, including oral and written presentation skills.

PREREQUISITE: Successful completion of OSS Semester One

Semester 3

OAOS 300 Integrated Desktop Management (75 hours)

This comprehensive project-oriented course brings together the skills acquired in all prior subject areas. Students are presented with case-study office management situations for which they must prepare written reports of their recommendations, integrating technology and human resources into an effective solution. The reports, together with demonstrations of the integrated systems will be presented in class.

PREREQUISITE: Successful completion of OSS Semester Two

OAOS 310 Business Communications (25 hours)

Students will participate in instructional sessions and activities involving preparation of resume and employment letters, job search strategies, interview techniques and preparation for practicum. For those considering self-employment upon graduation, issues concerning starting and operating a business, and the preparation of a business plan will also be covered.

OAOS 320 Practicum (2 weeks)

The student will be placed in an office during the final semester to observe computer systems at work, in a real setting. The student will perform duties as assigned, and be evaluated by the practicum supervisor. The instructor arranges the placement for the student.

PREREQUISITE: Successful completion of all OSS courses taken previously.

OAOS 330 Perspectives (25 hours)

Students will research a topic relevant to their chosen profession and produce a written report for oral presentation to the class. Students will prepare a procedures manual from information gathered during their practicum and present it to the class.

PREREQUISITE: Successful completion of all OSS courses taken previously.

TUITION FEES AND OTHER EXPENSES

Please note tuition fees and other expenses are stated as of September, 1992, and are subject to change without notice.

Total Tuition for 10 months	\$ 915.00
Student Society Fee	47.00
Building Levy	57.00
College Activity Fees	<u>28.00</u>
Total Student Fees	\$1,047.00
Other Expenses:	
Textbooks and Supplies	<u>500.00</u>
TOTAL	<u>\$1,547.00</u>

ADMISSION PACKAGE

To obtain Admission Package contact:

Admissions Department
UCC Main Campus
828-5044

or

Department of Office Administration
Victoria Street Campus
828-5050

ASSESSMENT CENTRE

The Assessment Centre has three main purposes:

- To assess educational background so that students can be placed in courses that best match their needs.
- To coordinate and invigilate examinations for such tests as GED, GMAT, LSAT, SAT, GRE.
- To administer all assessments for admission to UCC programs: Language Proficiency Index (LPI), and Canadian Achievement Test (CAT).

The Assessment Centre is located in room A221 in the Main Building. The telephone number is 828-5470.

COUNSELLING

In addition to providing academic information, Counsellors will help students deal with personal issues that may affect performance and/or personal well-being. Visits to the Counsellors are voluntary and confidential. Appointments with Counsellors are booked in advance. Emergency or crisis situations are dealt with as quickly as possible. For appointments call 828-5023.

FINANCIAL AID AND AWARDS

The Financial Aid and Awards Office is located in A122 and provides information and assistance to students on the following:

- Sources of student aid and awards
- Applying for government and institutional funds
- Appealing government student aid decisions
- Work Study - campus employment (refer to end of Financial Aid & Awards section of calendar)
- Personal financial planning and budgeting

All financial aid and awards matters are held in strict confidence.

Individual appointments with an Awards Advisor may be made through the Student Services Receptionist, the Evening Receptionist, or by calling 828-5024 (Kamloops) or toll free 1-800-663-2955. UCC students who are attending a campus other than Kamloops may arrange telephone interviews through their campus office.

HOUSING

On-campus housing is available for 300 students in the McGill Student Housing complex. Applications are available from the Student Services Receptionist, Registrar's Office, or from the housing staff. The telephone number is 372-7778 and the address is McGill Student Housing, 850 McGill Rd., Kamloops, BC, V2C 6N2. Applications are to be made directly to the Residence Manager.

The Cariboo Student Society maintains an off-campus accommodation list available to students. The list consists of only room and/or room and board situations available in private homes in the Kamloops and surrounding communities. This list is available free of charge from the Student Society office.

SPONSORSHIP

Applicants may want to inquire at their local Canada Employment Centre to determine if they meet the requirements necessary for sponsorship into the program.

OFFICE SYSTEMS SPECIALIST DIPLOMA PROGRAM

ADVISORY BOARD - 1993 - 1994

Mr. Brian Morrison
Manager of Finance and Administration
Ministry of Forests and Lands
1255 Dalhousie
Kamloops, BC

Ms. Marlene Hupe
Family Maintenance Enforcement Program
900 - 175 - 2nd Ave.
Kamloops, BC

Mrs. Carol Kildahl
City Hall
7 West Victoria
Kamloops, BC

Ms. Carol Riddell
BC Lottery Corporation
74 W. Seymour
Kamloops, BC

Ms. Henia Norgren
Director Of Administration
Fulton & Company
Barristers & Solicitors
248 - 2nd Avenue
Kamloops, BC

Mr. Ron Tenisci
Cunliffe, Tenisci & Associates
202 - 292 - 4th Avenue
Kamloops, BC

Mr. Raymond Nyuli
Business Systems Analyst
Weyerhaeuser Canada
1850 Mission Flats
Kamloops, BC

Mr. Ron Taylor
Rainbow Consultants
275 Lansdowne
Kamloops, BC

OTHER PROGRAMS OFFERED AT VICTORIA STREET CAMPUS

BOOKKEEPING WITH COMPUTER APPLICATIONS

Program Coordinator - Duane Breitzkreitz

Bookkeeping with Computer Applications trains you in the skills necessary to perform in a computerized office. At least 70 percent of the program is devoted to hands-on experience using a variety of financial software applications such as Bedford Integrated Accounting and ACCPAC. You will also become familiar with a number of related software packages such as WordPerfect, dBase IV, and Lotus 1-2-3.

If you like working with figures and with computers, if you have an eye for detail, and if you are not satisfied until a job is done and done right, **Bookkeeping with Computer Applications**, is the program for you!

LEGAL SECRETARY

Program Coordinator - Gail McKay

UCC now offers the only ten-month Legal Secretary Program in B.C. In this new program, legal courses have been completely revised and computerized, and students study legal procedures extensively throughout the ten-month program using the latest computer equipment and software in their studies.

Students in the Legal Secretary Program will: learn the details of court document production for Litigation, study the requirements of conveyancing documents for submission to the computerized British Columbia Land Titles Registry system, organize trial dates, prepare trial books, prepare court documents associated with divorce and separation, and participate in a two-week practicum (for students who successfully complete semesters 1 & 2.)

MEDICAL OFFICE ASSISTANT

Program Coordinator - Jo-Anne Rohrmoser

This program is a 10-month certificate program designed to meet the demands for specialized personnel to work in a medical office or in a variety of other medical environments.

Emphasis is on learning medical terminology, administrative and clinical procedures, medical transcription, medical billing, and human relations. During the final semester the student will be offered a two-week practicum in a medical office to learn the daily office routines of the medical office.

OFFICE SYSTEMS SPECIALIST

Program Coordinator - Bernie Kirkey

This program combines office skills training with broad computer hardware and software expertise, enabling you to assume the role of computer resource person in the workplace. In addition to performing office functions, as an Office Systems Specialist, you will have the ability to install software; troubleshoot hardware and software problems; manage the local area network; facilitate the introduction of new hardware and software; and provide staff training and support.

WORD PROCESSING SECRETARY

Program Coordinator - Shirley Smith

This program is designed to prepare students for employment in a wide range of positions in business and industry. Students receive training on state-of-the-art microcomputer equipment. Oral and written communication skills, as well as effective interpersonal skills are emphasized throughout the program. Graduates of this program will have the necessary business office skills to become productive employees immediately upon beginning their office careers.

Applicants who are secondary school graduates or mature students seeking a career change or wishing to enhance their job skills are ideal candidates for entry into this program.

Graduates of this program may find employment in a variety of business offices as secretaries, word processing operators, office assistants, receptionists.

If you are interested in any of these programs, please contact program coordinator.

FACULTY AND STAFF

DUANE BREITKREITZ

Duane Breitkreitz teaches in the Bookkeeping with Computer Applications Certificate Program. He has been an instructor at Cariboo for more than 10 years. Previously, Duane taught at the high school level and has been a small business owner/operator. He has completed a B. Ed (business major) and an MBA.

MIKE HANLEY

Mike Hanley has been instructing at UCC since his arrival in Kamloops in 1989. Prior to that he provided microcomputer training and consulting services to businesses and government agencies in the Victoria area, as well as instructing continuing education courses in computing at Camosun College. Mike teaches various courses in several of the Office Administration programs.

BERNIE KIRKEY

Bernie Kirkey has many years experience as a microcomputer business systems consultant, working primarily in the Metro Toronto area. He has an extensive background with a variety of microcomputer equipment and business applications, gained through systems implementation, user training, and assumption of the technical support role for a wide range of clients. He has a BA from the University of Western Ontario and an MBA from York University. Bernie is an instructor in the Office Systems Specialist Certificate Program.

RENÉE LAPIERRE

Renée Lapierre is the Assistant Dean of the Division of Business, Computing and Mathematics. She holds a Ph.D. in Educational Administration from the University of Calgary. A member of the Human Resource Management Association of B.C., she has been a practising training and development professional since 1975. She also has owned and operated two businesses.

VERA LINTON

Vera Linton has a Bachelor of Education with a major in English and is currently completing a Masters in Education with a focus on Educational Leadership. She has considerable secretarial experience in Canada and abroad and is actively involved in the community. She is a past president of Overlander Toastmaster and a drama enthusiast.

GAIL MCKAY

Gail McKay is a lawyer who has practiced law in British Columbia and the Northwest Territories. She is a member of the Law Society of British Columbia. She received her LLB from Dalhousie University in Halifax. She also received a Master of Arts in English from Concordia University in Montreal, a Bachelor of Fine Arts from UBC, and a Professional Teaching Certificate from Simon Fraser University. She is presently department chairperson, and teaches the Legal Secretary Certificate Program.

JO-ANNE ROHRMOSER

Jo-Anne Rohrmoser has instructed at UCC since 1985 and has 12 years experience in the health care field. She has a Bachelor of Medical Record Science and is currently working on her B.C. Instructor's diploma. Jo-Anne teaches in the MOA program and is active in the Kamloops Medical Office Assistants' Association.

SHIRLEY SMITH

Shirley Smith has been a full-time instructor at UCC since September 1971. Shirley has a Bachelor of Education from UBC and is currently working toward a Master of Education in Administrative Leadership. Previously, Shirley was chairperson of Office Administration and is currently teaching in the Word Processing Secretary Program. Shirley is also a team teacher in the Student Success Program at UCC.



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