Administrative Assistant

Program Guidebook

May 2025

Table of Contents

About MITT

MITT is a post-secondary institute offering industry-driven, student-focused education in the areas of applied business, design and manufacturing technologies, health care, human services, information and communication technology, and skilled trades. We provide affordable, timely, skills-based education for learners seeking career entry and those looking to acquire relevant, in-demand competencies at any point in life.

Mission

To be an education provider of choice in Manitoba, a catalyst of success for students and industry, and a nimble innovator, driving Manitoba's economic future.

Vision

To support Manitoba's economic, social, and technological progress through industry driven and student focused education that advances learners of all backgrounds and identities.

Values

Student Focused: Encouraging the personal and professional growth of individuals and their pathways to employment in a student-centred environment.

Academic Excellence and Innovation: Striving for excellence and high standards in technical education, and encouraging innovation, creativity, and entrepreneurship.

Respect and Inclusion: Embracing diversity by providing our students, staff, and partners with an inclusive, safe, and respectful environment.

Employee–Centred: Valuing, respecting, and investing in our faculty and employees.

Effective Management: Ensuring fiscal responsibility, accountability, and corporate social responsibility.

Partnerships: Building partnerships with families, communities, industry, business, government, and other educational institutions.

Industry Driven: Reaching out and responding to industry and the needs of the labour market with flexibility.

Land Acknowledgement

MITT is situated on Treaty 1 land and the traditional territories of the Anishinaabe, Cree, Anisininew, Dakota, and Dene peoples and the homeland of the Red River Métis. We honour the sacredness of these lands and waters and dedicate ourselves to reconciliation and partnership today and in the future.

Introduction

Purpose of this Guidebook

This guidebook was designed to help you navigate your studies in the Administrative Assistant Program and support your academic success. It includes program-specific information such as graduation requirements, progression requirements, and course-eligibility requirements.

Welcome Message from the Dean

On behalf of faculty and staff, I am excited to extend a warm welcome as you start your journey here at MITT. As the Dean, Health, Hospitality, Human Services and Post-Graduate Studies, it is my privilege to welcome you into our learning community.

As you attend our campuses, you will become part of a diverse and vibrant community of individuals that are passionate about learning, personal development, and making a positive impact in Manitoba. We strive to create an environment that fosters academic excellence, personal growth, and the exploration of innovative ideas.

I hope your time at MITT is one of immense growth, memorable experiences, and the beginning of lifelong connections. Thank you for choosing the Manitoba Institute of Trades and Technology and I wish you all a successful and fulfilling academic year.

Sincerely,

Curtis Aab
Dean, Health, Hospitality, Human Services and Post-Graduate Studies

Program Team

The Administrative Assistant program team consists of:

Julia Green	Instructor	julia.green@mitt.ca
Kaleigh Pendree	Instructor	kaleigh.pendree@mitt.ca
Danielle Hollinger	Instructor	danielle.hollinger@mitt.ca
Curtis Aab	Dean	curtis.aab@mitt.ca
David Noorden	Program Manager	david.noorden@mitt.ca
EJ Zarzuela	Academic Coordinator	ej.zarzuela@mitt.ca

Program Overview

Administrative Assistant is a 10-month certificate program. The program's diverse curriculum covers administrative procedures to MS Office tools to cloud accounting and prepares students for a wide range of positions in office administration. Hands-on exercises and projects, MITT's Bridging to Work workshops, and the possibility of a six-week work practicum, help students seamlessly transition into careers upon graduation.

Program Delivery

The delivery of this program is hybrid, with a combination of on-campus classes and online components. The work experience occurs at an industry partner's place of business.

Courses

There are 12 courses in the Administrative Assistant program, excluding the work practicum and the capstone course. Refer to Table 1: Courses for more information.

Course Outlines

Students are provided with a course outline for each course, which is posted to MyLearning. Course outlines contain important academic information such as a summary of the course's topics, assignments, and deadlines. Students are encouraged to carefully review course outlines and contact their instructor if they have any questions.

Course Prerequisites

What is a course prerequisite?

A prerequisite is a type of course eligibility requirement that a student must successfully complete before being eligible to take a specified related course. For example, suppose that Intermediate Math (MATH-200) has a course prerequisite of Basic Math (MATH-100). This means that a student must successfully complete MATH-100 before they are eligible to take MATH-200.

What happens if a student does not meet a prerequisite?

If a student does not meet a prerequisite, they will not be eligible to proceed into the associated course. Not meeting a prerequisite may result in a gap in studies and additional tuition costs.

Table 1: Courses

This table presents the courses in the Administrative Assistant program.

Course Code	Course Name	Course Description	Prerequisite(s)
BAA-300	Microsoft Office for Business 1	This course introduces word processing in a Windows environment using Microsoft Word. Students will produce professional-standard business documents including memos, business letters, and reports. Developing proficiency with Word features such as page layout, document formatting, tables, columns shapes and images are a vital component of the course. Students will also learn essential core functions, productivity tools and shortcuts.	n/a
BAA-310	Microsoft Office for Business 2	This course is a continuation of Microsoft Office for Business 1. Students are provided additional instruction and practice with letter styles, tables, charts and reports. Advanced features of word processing software such as merge, templates, outlines, graphics, and styles are also demonstrated and applied.	Microsoft Office for Business 1 (BAA-300)
BAA-410	Business Communication Skills	Employers seek well-rounded administrative professionals who can communicate efficiently with colleagues, clients and employers alike. This course will prepare students for the Business Communication Skills that industry is looking for including, responding effectively and professionally in a fast-paced, competitive and information driven, digital work environment. Students will develop professional writing skills, particularly for today's increased volume of written communication in the workplace. The major focus of this course will be on writing skills, but also listening, speaking, presentation and interpersonal skills.	Microsoft Office for Business 2 (BAA-310)

Course Code	Course Name	Course Description	Prerequisite(s)
BAA-250	Human Relations	While becoming proficient in technical skills should be the goal of an aspiring administrative assistant, recognizing the importance of employability skills in the workplace is also essential. Human Relations focuses on the employability skills considered to be essential requirements for today's workforce. Students learn about teamwork, communication, problem solving, cultural diversity, goal setting, and other employability skills. Developing knowledge and skills related to personal image, conflict resolution, confidentiality, accountability, job search, interviews, and interpersonal communication are covered as well.	Microsoft Office for Business 2 (BAA-310)
BAA-370	Introduction to Marketing and Brand Management	The role of an administrative assistant continually evolves. Businesses, especially small to medium in size ones, look to minimize costs by assigning additional tasks to administrative assistants. Students will look at avenues to promote a business through numerous topics including social media, traditional media, themes, marketing, advertising, desktop publishing, and incorporation of the latest technology. This creativity-focused course is designed to allow students the opportunity to apply ideas in a practical manner.	Microsoft Office for Business 2 (BAA-310)
BAA-350	Microsoft Excel for Business	Using MS Excel, students learn how to design, create, modify, and present professional-looking spreadsheets for use in today's workplace. Students will use formulas and built-in functions to solve mathematical problems, perform calculations, and filter and format data. By course-end, students will have the skills to illustrate and present spreadsheet data in graphical form, and develop a custom Excel application.	Microsoft Office for Business 2 (BAA-310)

Course Code	Course Name	Course Description	Prerequisite(s)
BAA-360	Business Database Fundamentals	Successful businesses prioritize the sustainability of their customer base by investing in a Customer Relationship Management System (CRM). These platforms record, track, and manage customers, helping the organization to maintain a mutually sustainable/profitable relationship with their clients. This course will introduce students to CRM Databases, with emphasis on design, records management, and data entry. Students will focus on building a comprehensive MS Access database, analyzing and interpreting reports, creating fillable forms, and integrating the use of MS Excel Workbooks into the system. This course also reviews popular business CRM's and will use corporate examples/scenarios to illustrate best practices in the administration field.	Microsoft Excel for Business (BAA-350)
BAA-400	Accounting Principles in the Cloud	Students will be introduced to the complete accounting cycle, from recording transactions in journals to the preparation of different types of financial statements, including various books of entry using the Generally Accepted Accounting Principles (GAAP). Students will understand various cash control procedures, and complete bank reconciliations and employee payroll. Financial terms and a basic understanding of how business transactions are recorded and summarized in financial statements for use in managing operations is covered as well. Students will use Quickbooks on-line and experience the manual-to-computer conversion process through hands-on workshops, labs assignments, projects and tests. Students will have the opportunity to write on-line certification exams for Quickbooks as well.	Microsoft Office for Business 2 (BAA-310)
BAA-320	Administrative Procedures	In this course, learners master essential organizational skills and develop efficient office practices in preparation for entry into the contemporary workplace.. Topics include effective communication skills, time management, records management, office image, travel arrangements, preparing minutes and conference notes, and MS Outlook.	Microsoft Office for Business 2 (BAA-310)

Course Code	Course Name	Course Description	Prerequisite(s)
BAA-321	Keyboarding Seminar 1	This seminar will introduce students to the basics of keyboarding for speed, efficiency and accuracy. Students are expected to adopt a self-directed approach to practice proper keyboarding techniques using typingclub.com. Students are expected to reach a certain threshold of words per minute/accuracy to move from one keyboarding seminar to the next.	n/a
BAA-361	Keyboarding Seminar 2	This seminar will be a progression of Keyboarding Seminar 1 where students learn the basics of keyboarding for speed, efficiency and accuracy. Students will continue to practice keyboarding techniques and achieve a higher word count per minute while eliminating errors.	n/a
BAA-371	Keyboarding Seminar 3	This seminar will be a progression of Keyboarding Seminars 1 and 2 where students learn and practice the basics of keyboarding for speed, efficiency and accuracy. Students will continue to build on keyboarding techniques and achieve a higher word count per minute.	Keyboarding Seminar 1(BAA-321), BAA-361 (Keyboarding Seminar 2)
BAA-380	BAA Work Practicum	During this six-week practicum, students are provided the opportunity to apply their skills and knowledge to meet the expectations of an employer in a real work situation. Students observe and learn daily office routines, and assist the host employer by performing tasks as a member of their workplace.	Refer to Table 5: Work Experience Requirements
BAA-390	Applied Microsoft Office Specialist	The Applied Microsoft Office Specialist course is a practical culmination of the entire BAA program, aimed to prepare students to transition from the MITT learning environment to the workplace. Students are given the opportunity to gain industry-recognized certifications and continue to build experience and employability skills needed for success as an Administrative Professional.	Refer to Table 5: Work Experience Requirements

Below is an overview list of the textbooks needed for the program for reference. Please note that the textbook (Custom eBook: Business Document Fundamentals for Today's Workplace, Second Custom Edition, MITT) will need to be purchased from:

[Custom eBook: Business Document Fundamentals for Today's Workplace, Second Custom Edition, MITT, 2nd Edition - 9781774745120 - Cengage](#)

Course Name	Textbook / Resource	Edition	ISBN	Author	Supplier
Microsoft Office for Business 1 & 2 Introduction to Marketing and Brand Management Microsoft Excel	SIMnet Microsoft Office (part of instructional fee purchase)			SimNet	McGraw Hill
Microsoft Office for Business 1 & 2	Custom eBook: Business Document Fundamentals for Today's Workplace, Second Custom Edition, MITT. Need to purchase from: [Custom eBook: Business Document Fundamentals for Today's Workplace, Second Custom Edition, MITT, 2nd Edition - 9781774745120 - Cengage](#)	2nd	9781774745120	Cengage	Cengage
Human Relations	Human Relations: Interpersonal Job Oriented Skills, Cdn.	4th	978-0133105308	DuBrin	Pearson

Cloud Accounting	QuickBooks Online: Comprehensive: Academic year 2024-2025 edition (e-book - includes eLab-instant access)		ISBN 13: 978-1-64061-557-1	Hartley	Labyrinth Learning
Administrative Procedures	The Administrative Professional with MindTap Instant Access **Access Card only**	4th	978-0176861452	Ranikin	Cengage

Course and Program Schedule

A course's location and schedule are stated on its course outline. A student can check the start and end dates of each course in their program by using the MITT Student Portal: https://mitt.ca/current-students/student-portal

The college's Academic schedule, which includes information about campus closures and other important dates, can be found on the MITT website: https://mitt.ca/current-students/academic-schedule

A visualization of this program's usual course delivery sequence is presented in Table 2: Course Delivery Sequence. Note that while this visualization provides the program's usual delivery sequence, it is subject to change.

Graduation Requirements

The Academic Standards (AC-2-10) policy defines a **Graduation Requirement** as "a program-specific academic requirement that a student must meet to graduate from a program." A common example of a Graduation Requirement is having to successfully complete each course in a program. A student who does not meet one or more Graduation Requirements by their program's scheduled end date is ineligible to graduate.

The Administrative Assistant program's Graduation Requirements are listed in Table 3: Graduation Requirements.

What happens if a student does not meet a Graduation Requirement?

If a student does not meet a graduation requirement they will be ineligible to graduate. This often means that a student will need to repeat a course or take some other action to address the missing graduation requirement. This may result in a gap in studies and additional tuition costs.

For example, assume that a Graduation Requirement is to successfully complete a course. If a student does not successfully complete the course, they will need to repeat the course to be eligible to graduate.

Table 3: Graduation Requirements

To graduate from the Administrative Assistant program, a student must meet the following Graduation Requirements:

1. Receive a minimum grade of D (50%) in the following 12 courses:

    1. Microsoft Office for Business 1 (BAA-300)

    2. Microsoft Office for Business 2 (BAA-310)

    3. Business Communication Skills (BAA-410)

    4. Human Relations (BAA-250)

    5. Introduction to Marketing and Brand Management (BAA-370)

    6. Microsoft Excel for Business (BAA-350)

    7. Business Database Fundamentals (BAA-360)

    8. Accounting Principles in the Cloud (BAA-400)

    9. Administrative Procedures (BAA-320)

    10. Keyboarding Seminar 1 (BAA-321)

    11. Keyboarding Seminar 2 (BAA-361)

    12. Keyboarding Seminar 3 (BAA-371)

2. Receive a grade of P (Pass) in one of the following two courses:

    1. BAA Work Practicum (BAA-380)

    2. Applied Microsoft Office Specialist (BAA-390)

Progression Requirements

The Academic Standards (AC-2-10) policy defines a **Progression Requirement** as "a program-specific academic requirement that a student must meet to remain enrolled in a program." A common example of a Progression Requirement is to successfully complete a certain course. A student who does not meet a Progression Requirement is withdrawn from their program.

The Administrative Assistant program's Progression Requirements are listed in Table 4: Progression Requirements.

Work Experience

Students in the Administrative Assistant program take part in either a six-week unpaid work experience or a capstone course. A work experience placement is not guaranteed. To quality for a work experience or the capstone, students must meet the requirements listed in Table 5: Work Experience Requirements.

Table 4: Progression Requirements

The Academic Standards Policy (AC-2-10) defines Progression Requirements as specific academic requirements, such as courses, that students must meet to remain enrolled in a program. If a student fails to meet a Progression Requirement, MITT will withdraw them from the program.

Students must meet all course pre-requisites for progression.
Students must receive their practicum requirements (i.e., certificates, clearances, permits, etc.) by the following academic scheduled terms (or due date stated by the program), otherwise they will be put under probation and subject to be ineligible for program completion:
Fall = start of Term 2B
Winter = start of Term 3B

For international students, they must apply for their co-op work permits within the academic scheduled terms below (or due date stated by the program), , otherwise they will be put under probation and subject to be ineligible for program completion:
Fall = start of Term 1A
Winter = start of Term 2A

Work Experience

Students in the Administrative Assistant program take part in either a seven-week unpaid work experience or a capstone course. A work experience placement is not guaranteed. To be eligible for work experience or the capstone project, students must fulfill the following requirements:

Table 5: Work Experience Requirements

To be eligible to take **Applied Microsoft Office Specialist (BAA-390)**, the program's capstone option, a student must meet the following requirements:

1. Receive a minimum grade of D (50%) in the following 12 courses:

    1. Microsoft Office for Business 1 (BAA-300)

    2. Microsoft Office for Business 2 (BAA-310)

    3. Business Communication Skills (BAA-410)

    4. Human Relations (BAA-250)

    5. Introduction to Marketing and Brand Management (BAA-370)

    6. Microsoft Excel for Business (BAA-350)

    7. Business Database Fundamentals (BAA-360)

    8. Accounting Principles in the Cloud (BAA-400)

    9. Administrative Procedures (BAA-320)

    10. Keyboarding Seminar 1 (BAA-321)

    11. Keyboarding Seminar 2 (BAA-361)

    12. Keyboarding Seminar 3 (BAA-371)

In addition to the requirements for BAA-390 (above), to be eligible to take **BAA Work Practicum (BAA-380)**, the program's work experience credit, a student must meet the following requirements:

1. Have a cumulative average of 65% or higher in the program.

2. Have a minimum keyboarding speed of 50 words per minute, with 97% accuracy.

3. Provide a valid co-op work permit or demonstrate that an application for a co-op/work permit was submitted within the first 4 weeks of the program (international students only).

For international students: Students must present a valid co-op/work permit before the start of their work practicum or co-op placement. Where a work permit has not been issued in time, participation in the originally scheduled work practicum/co-op may not be possible. Lack of a work permit will result in ineligibility to proceed with the program's practicum course. Depending on the program, a capstone course maybe taken in lieu of

practicum because of co-op/work permit delays. It is highly recommended to apply for student co-op/work permits during the 2nd week of the program.

MITT's Immigration Services Advisor is available online. Book one-on-one online consultation by emailing immigrationservices@mitt.ca. Refer to this webpage for information [Permits, Visas and More | Manitoba Institute of Trades and Technology (mitt.ca)](#)

Academic Standards

The Academic Standards (AC-2-10) policy establishes academic requirements that a student must meet to remain enrolled in, or graduate from, a program. An overview of important concepts from the policy, such as Academic Probation, Program Withdrawal, and Academic Suspension, are included in this program guidebook.

Academic Probation

What is Academic Probation?

The Academic Standards (AC-2-10) policy defines Academic Probation as "a student status that results when a student is identified as being at-risk of unsuccessful program completion." A student receives a student status of Academic Probation if any of the following occur:

1. Upon completion of a course, the grade received is not sufficient for use as a Course-Eligibility Requirement (e.g., prerequisites) or Graduation Requirement.

2. Following a review of the student's performance, an Academic Manager determines that the student is at risk of not meeting, or is unable to meet, a Graduation Requirement.

A student who receives a status of Academic Probation is:

1. Permitted to continue their studies.

2. Removed from any course for which they no longer meet the Course-Eligibility Requirements (e.g., prerequisites).

3. Subject to Conditions for Program Continuance.

4. Responsible for any additional costs resulting from the Academic Probation, including those associated with the established Conditions for Program Continuance.

What is the Purpose of Academic Probation?

The purpose of Academic Probation is to promote program recovery by implementing a structured process to review a student's academic performance, provide referrals to on-campus and off-campus support services (where appropriate), and establish Conditions for Program Continuance.

Academic Suspension

What is Academic Suspension?

The Academic Standards policy defines an Academic Suspension as "a student status that results in a student being ineligible to continue in post-secondary studies for a period of eight months. Academic Suspension occurs when a student:

- Receives a student status of Required Program Withdrawal two or more times.

- Does not successfully complete the same course three times, or a Work-integrated Learning course two times.

A student who receives an Academic Suspension is:

- Withdrawn from their program, subject to the Withdrawal and Refund Policies.

- Given a status of Academic Suspension and is not eligible to apply to or study in any MITT post-secondary program for a period of 8 months.

- Subject to the tuition refund schedule, based on the start date of the Academic Suspension.

Program Withdrawal

What is Program Withdrawal?

The Academic Standards (AC-2-10) policy defines a Required Program Withdrawal as an administrative action that results in a college-initiated withdrawal from a program. A student receives a Program Withdrawal if any of the following occur:

1. A student does not meet a Progression Requirement.

2. A student on Academic Probation does not fulfill their Conditions for Program Continuance.

A student who receives a Program Withdrawal is:

1. Withdrawn or dropped from all their courses.

2. Withdrawn from their program.

3. Eligible to apply for Program Re-entry to the same program, or admission to another program.

4. Subject to the Tuition Refund Schedule, based on the effective date of the Required Program Withdrawal.

Note that a student may be subject to Program Withdrawal without first being placed on Academic Probation.

Assessment

Each course includes a variety of different assessment items, such as individual or team assignments, presentations, research papers, case studies, and tests. Details about a course's assessment items are stated in its course outline, and additional information about an assessment item may be posted to MyLearning.

The mark received on each assessment is posted by an instructor in the "grades feature" in MyLearning. Final grades are reported on transcripts as a percentage and letter grade. Only final grades are available on the MITT Student Portal.

Grade Scale

MITT uses the following grade scale.

Letter Grade	Grade Point Value	Accumulated Evaluation Percentage
A+	4.5	90 – 100%
A	4.0	80 – 89%
B+	3.5	75 – 79%
B	3.0	70 – 74%
C+	2.5	65 – 69%
C	2.0	60 – 64%
D	1.0	50 – 59%
F	0.0	0 – 49%

Maximum Time to Complete

What is the Maximum Time to Complete the Administrative Assistant Program?

A student has a maximum of three years, starting from the first day of scheduled classes, to complete the Administrative Assistant program. A student who is at risk of not completing the program within this time limit is encouraged to meet with their program's Academic Coordinator.

Why does a Maximum Time to Complete Exist?

MITT's time limits are designed to be flexible enough to accommodate various challenges that could delay a student's program completion (e.g., a course failure or personal circumstances), while at the same time, short enough to ensure that a student's skills and learning are current and up to date for the workplace.

Student & Academic Policies

Students are responsible for reviewing and complying with all Student and Academic Policies. MITT's policies are listed on the college website: https://mitt.ca/about-mitt/mitt-policies

Academic Integrity

The Academic Integrity (AC-1-4) policy defines what is academic integrity and provides examples of what constitutes grounds for academic misconduct. Students who commit academic misconduct are subject to disciplinary action, as defined in the Student Discipline (AC-1-8) policy.

Accessibility

MITT is committed to creating a learning environment that meets the needs of its diverse student body. If a student has a disability, or thinks they may have a disability, it is strongly recommended that they meet with the Accessibility Student Advisor. More information about Accessibility Services, including contact information, can be found at www.mitt.ca/student-success/accessibility-services.

If a student does not have a documented disability, remember that other support services, including the Learning Support advisor, peer tutors, and clinical services are available through MITT Student Services.

Student Concerns and Appeals

If a student has a concern about a college service that is not related to assessment or instruction (e.g., admissions, facilities, or finance), they are encouraged to discuss their concern with the employee most directly involved. If the matter is not resolved, the student should then bring their concern to the appropriate department supervisor.

If a student has a concern related to their studies, such as assessment or instruction, they are encouraged to discuss their concerns with their instructor. If the matter is not resolved, the student should then bring their concern to their Academic Coordinator.

There is also a Student Appeals (AC-2-2) policy. Students are encouraged to speak with a student advisor to learn more about the appeals process at MITT.

Student Conduct

MITT seeks to provide students, staff, and partners with an inclusive, safe, and respectful environment. Our campuses consist of a diverse group of learners, including secondary students, domestic and international post-secondary students, and adult EAL learners. MITT expects all students, regardless of program, to conduct themselves in a safe and respectful manner.

There are many Academic/Student policies that relate to MITT's commitment to create a campus environment that is safe, inclusive, and respectful. Policies that relate specifically to student conduct include:

- Student Behaviour (AC-1-1)

- Student & MITT Expectations (AC-1-2)

- Drug and Alcohol (AC-1-5)

- Respectful Workplace, Harassment Prevention, and Non-Discrimination (CC-2)

- MITT Computer and Telecommunications Usage (IT-1)

- Sexual Violence (SV-1)

- Workplace Safety, Health, and Wellness (WSH-1)

Program-Specific Policies

There are program-specific policies in the Administrative Assistant program. These policies are listed in Table 6: Program-Specific Policies.

Table 6: Program-Specific Policies

The Administrative Assistant program has the following program-specific policies:

Missed and Late Assessments

Students are required to submit each assessment item (assignment, project, etc.) by the deadline assigned by their instructor. Any assessment item not submitted by its deadline receives a mark of zero. An instructor may allow or deny a student's request for an extension.

Late Arrival to Time-Limited Evaluations

Students are required to write time-limited evaluations (quizzes, tests, etc.) and to complete practical assessments on the date set by their instructor(s). A student who arrives late to a time-limited evaluation is not provided with extra time to complete the evaluation.

A student unable to attend a time-limited evaluation due to illness or compassionate reasons may request alternate arrangements. A student who requests alternate arrangements must submit a written request to the program's Academic Coordinator.

Language Use

In this program, the language used in learning activities (e.g., lectures, group activities, class discussion, and demonstrations) and assessments (e.g., assignments, tests, etc.) is English. To support an inclusive learning environment in this program, students are expected to speak in a common language so everyone can participate equally.

Attendance and Lateness

Students in the Administrative Assistant program are expected to attend classes and complete their academic requirements on a regular basis. However, there may be instances when a student is unable to attend classes due to personal or medical reasons. Excused and unexcused absences are considered for this policy. Students are expected to communicate lateness and absenteeism to their instructor prior to the start of classes or assessment. In the event of a missed assessment, school policy will take in effect.

1. Students are expected to attend all classes and complete all academic requirements on time. Any absence, excused or unexcused, should be reported to the instructor with prior notice. (24 hours of notice)

2. Students who exceed a 2-day maximum absence (excused and unexcused) in a course will be required to meet with the program academic coordinator to discuss the reason for the absence and the impact on the student's ability to meet the learning outcomes of the course. Instructors at their discretion may mark half day absences.

3. If a student misses 60% of course delivery and assessments, they are not eligible to receive proactive recovery plans and accommodations unless given proper rationale.

4. Students who accumulate 8 absences (unexcused) in the overall program will not be allowed to participate in practicum or participate with progressive conditions. Students are able to file an appeal request and speak with the program academic coordinator in this occasion.

5. Students who accumulate 12 absences (unexcused) in the overall program will be subject to progressive review and for program exiting.

Academic and Student Contracts

In academic situations where disciplinary documentation is involved, academic contracts will be formed between students, instructors and academic coordinators. This document will contain flagged behaviors and expected improvement of performance by the student that will be closely monitored by their respective instructor. Students' academic, behavior and punctuality performance may be reviewed by the end of every term and student contracts may be formed as per the academic team's recommendation.

Academic contracts will be kept by the program academic coordinator for filing and for monitoring.

Refer Student Discipline Policy: [ac-1-8-student-discipline.pdf (mitt.ca)](ac-1-8-student-discipline.pdf)

Securing Resources and Learning Technologies

Students are required to secure their resources and learning technologies such as laptops while taking in-person or online classes. The following policy is established to ensure that all students are able to access the necessary resources for successful participation in their courses:

1. Students are responsible for obtaining and maintaining their required resources and learning technologies for each course.

2. Students must have access to their resources and learning technologies prior to the start of the course and are expected to bring them to class or have them available for online classes.

3. If a student does not have access to the required textbooks or learning technologies, they must inform their instructor as soon as possible to make alternative arrangements.

4. Instructors have the right to prohibit a student from participating in the class delivery if they do not meet the requirements stated in this policy.

5. This policy is subject to the institution's academic standard policy.

Technology Etiquette

As this course is being delivered in a blended environment, student participation relies on active engagement using videoconferencing software, which includes the use of a microphone and a webcam. While in a Zoom call in class, students must:

- Ensure they are dressed appropriately for a classroom environment. If students are unsure if their attire is appropriate for the classroom or workplace, refer to the MITT Student Dress Code policy for more information.

- Mute their microphone if they are not speaking and there are distracting noises in the background of their home; and

- Use the 'raise hand' feature in the videoconferencing software to ensure classmates and the instructor are not interrupted while they are talking; and

- Use the "reactions" features to show support of other students during discussions; and

- Use the microphone and/or chat "chat" feature to respond to the instructor and other students in class.

- All students are required to use their official school email address when creating online resource accounts for school-related purposes.

- The school email address is considered the official form of communication between the student and the school. It is necessary to ensure that all students receive important school-related information in a timely manner.

Students may not use cell phones or other electronic devices in a manner which may interfere with classes or private study or work being done in the lab. This does not apply to students who require such equipment for medical reasons.

Referencing & Citation

This course uses APA style for all citation and referencing. Visit the Purdue Writing Lab website for the APA style guide and instructions on how to cite sources APA citation must

be used when referencing the work of others to avoid academic dishonesty and potential disciplinary action. See the Academic Integrity policy for more details.

Use of Artificial Intelligence (AI) Tools

Artificial intelligence (AI) tools (such as ChatGPT, Google Bard, GrammarlyGO, etc.) can be useful learning resources to help students brainstorm ideas and grammar/spell check their academic work. However, students must exercise extreme caution when using these technologies for academic purposes, especially with AI-generated assignment content. Unauthorized use of such AI tools, especially in cases in which the student gains an unfair academic advantage, represents a form of academic dishonesty.

MITT expects students to submit original work for all graded assessments. To create original content for their academic work, students must research the topic, present their perspective on the topic in their own words, build on the ideas of others, and acknowledge all sources of information. Furthermore, students must discuss intended use of AI assistance with their instructor before assignment submission to obtain consent for use of specific AI tools and clarify potential restrictions.

Instructors may permit use (or limited use) of AI tools in specific courses depending on learning and assessment objectives.

If not otherwise authorized, MITT may treat undeclared AI-generated content in student assessment as a form of academic misrepresentation and inappropriate collaboration. Such infringements will be subject to the MITT Academic Integrity and Student Discipline policies.

Technology Requirements

Most MITT post-secondary programs are delivered though a blended learning format (e.g., on-campus or online) and, as such, embed a variety of web-based technologies and tools may be used throughout this program to support the diverse learning needs of our students. During your studies, you will be required to use technology to complete online learning activities to be successful in your studies. This includes learning about different hardware and software used to complete your courses and/or hardware and software related to your field of study.

Refer to [About Online Learning | Manitoba Institute of Trades and Technology (mitt.ca)](#) for detailed information on the technical requirements for online and blended learning. Students are required to have a laptop/computer that meets the specifications as outlined in this webpage.

MITT Email, MyLearning and Online Tools

During your studies at MITT, students will have access to the following tools during your active period of study:
- a MITT Student Email account
- MyLearning, a learning management software system
- a free web-based version of Microsoft Office 365 (including Word, Excel, Outlook, etc.)
- MITT Student Portal

Respondus - Lockdown Browser

During your studies at MITT, you will be required to take assessments within the MyLearning platform while using Respondus – Lockdown Browser. Students are required to download this application on their laptops as a requirement to take the test.

MITT Student Email

All MITT students will be issued a student email account, which you can access through the following link. [http://student.mail.mitt.ca.](http://student.mail.mitt.ca)

This email account will be the official communication channel for all student information; therefore, we encourage you to check your email daily.

When communicating with MITT:
- Include your name and student ID number in the email subject line and within the body of the email to help instructors and the administrative team support your academic needs.
- Include relevant program or course details including the name of your program, intake start date, etc.
- Send all email communication through your MITT email address.

MyLearning

MyLearning is an on-line tool designed for students to access all course-based information, including course content, course outlines, assessments, grades, electronic learning materials, guidance documents, announcements and instructor bio.

To log in to MyLearning:
1. Go to mylearning.mitt.ca
2. Click on the Sign in with MITT Email button

3. Log in using your student email ([...@student.mitt.ca](...)) and your new password
4. Click "yes" to stay signed in if you are using your own computer. Click "no" if you are using a public computer.
5. Enjoy your courses!

Microsoft Office 365
1. Check your personal email* for login instructions from MITT (*the email you indicated in your MITT application).
3. Navigate and head to > [Login | Microsoft 365 (office.com)](...)
4. Log into you MITT email ([...@student.mitt.ca](...)) using the default password.
4. Type your default password and enter a new password into the "Update Your Password form".
5. Provide your phone number or personal email.
6. Submit the verification code provided to activate your account.
7. Go to Outlook in your Office 365 to access your emails.

Student Portal

The Student Portal is the place for administrative tasks that include:
*   Update your contact information.
*   Enter your SIN for T2202 tax form.
*   View your final grades.
*   Print an unofficial transcript.
*   View your attendance record.
*   View your tuition and fee balance.

Students receive an email with login information to access the Student Portal after receiving their LOA. [Click here to login](...) *to the Student Portal. Step-by-step instructions for logging in are posted* [here](...). I**f you have trouble accessing the Student Portal, use this help form**.

Students can find the Introduction to MyLearning and Online Tools step-by-step tutorial on how to log in to Microsoft Office 365 and MyLearning here: https://mitt.ca/student-services/online-learning-support.

[There may be other free, or program provided web-based learning technologies and tools integrated in some courses in this program. The application links will be posted in MyLearning or shared to you by your instructors.](...)

Cameras and Recording Devices

Unless otherwise indicated, Zoom Class Sessions will not be recorded for later viewing. Students should ensure they have a way to take notes. In most cases, a copy of any PowerPoint presentation offered will be uploaded to MyLearning after the virtual session.

In order to comply with MITT policies and protect student and instructor privacy, cameras and other recording devices are not to be used by students, unless authorized by the course instructor for learning activities and assessments.

Below are some common examples of when recordings might be required in the course for learning purposes:

- The course instructor may record student presentations (individual and teams) for to review privately in order to ensure a complete and fair assessment is made. It is possible the recording will be shared with that individual or team as part of the assessment feedback and reflection process for student learning. In this case, audience members (those not presenting) may wish to keep their camera off.
- Students may be asked to record/film themselves (individual and teams) completing a learning task or assignment. This would be viewed by the instructor and sometimes be shared with the class for discussion and other assessments.
- Recordings belonging to course participants (students and the instructor as a representative of MITT) must not be shared outside the course unless permission is given by the owner and the recording's participants.

Used Computers

For secondhand or preowned computers, you **must complete a full factory reset** on the machine before downloading and installing software to ensure you have full administrator rights to the computer. Full administrator rights mean the user can make any changes to the computer, including installing or changing software.

MyLearning: Technical Support for Students

There are **two** main ways students can get help with MyLearning.

1. **For MyLearning login or password recovery and student email access support, or if one of your courses is missing in MyLearning:**
- Email mylearning@mitt.ca and provide a summary on the nature of the issue requiring support.

2. **For additional MyLearning guidance:**

- Consult your instructor first in case the issue is related to a course-specific tool or feature.
- Use the Virtual Assistant by clicking the button that appears on your MyLearning pages
- Use the D2L Helpdesk if you require assistance beyond what the Virtual Assistant can provide. This is available 24-7 with how-to-use instructions, videos, and a chat box. Every student should have the *D2L Brightspace Support* widget at the bottom of their MyLearning homepage and within courses. *How to access.*
- Refer to the FAQs and video tutorials for navigating the Brightspace/MyLearning platform.

Campus Life

Student Services

The MITT Student Services team provides academic, personal, and career support to future and current students. Students are encouraged to meet with an advisor whenever they need help or have questions about how to be successful in their MITT program.

To learn more, refer to the Student Services webpage: https://mitt.ca/student-services.

Career and Employment Services

The MITT Career and Employment Services team works with students to prepare them for meaningful careers and connects graduates with employers, which includes:

- Resume and cover letter review
- Interview preparation
- Job search
- Career exploration

To learn more, refer to Career and Employment Services webpage: https://mitt.ca/career-and-employment-services

Student Life

The MITT Student Life team of staff and volunteers deliver a wide range of on-campus and online opportunities for students to connect with employers, make friends, build their work skills, and gain professional experience while at MITT. Student Life works year-round to

facilitate student and staff-led events, activities, and student groups to learn about other cultures, build community, and to network with future colleagues and employers.

To learn more, refer to the Student Life webpage: https://mitt.ca/student-life

Food Services

Food services are available at the Henlow, Pembina, and Scurfield campuses:

Henlow Campus: The Bridge Café offers hot breakfast, hot lunch, and afternoon snacks including grab and go items and an assortment of hot and cold beverages. This building is within walking distance of the Fultz Campus. Onsite microwaves and vending machines are available.

Scurfield Campus: Offers grab and go food options, an assortment of hot and cold beverages, and onsite microwaves and vending machines. This building is within walking distance of the Henlow Campus.

Pembina Campus: Offers grab and go food options, an assortment of hot and cold beverages, and onsite microwaves and vending machines. There are also several off-site fast food and dine-in restaurants nearby.

Public Transportation

All MITT campuses are accessible by public transportation. Route information is available on Winnipeg Transit's website: https://winnipegtransit.com/

Students can buy a peggo card (bus pass) directly from MITT and must present a valid student ID card at the time of purchase. Peggo cards are available for purchase at the Henlow and Pembina campuses.

Parking

Parking at MITT campuses must be paid at all times of the day. Parking is $25/monthly with Impark or $5/day with Hangtag.

Daily and monthly parking passes are available for the following campuses:

- 130 Henlow Bay
- 7 Fultz Boulevard
- 1551 Pembina Highway

For more information please visit: https://mitt.ca/parking

Knowledge Check

To be successful in your program, you should be able to answer the following questions:

1. How many courses are in my program?
    a. What is a course outline?
    b. Where are course outlines posted?
2. What is a course prerequisite?
    a. Which courses have prerequisites?
    b. What are those prerequisites?
    c. What happens if a student does not meet a prerequisite?
3. What is a Graduation Requirement?
    a. What happens if a student does not meet a Graduation Requirement?
4. What is a Progression Requirement?
    a. What happens if a student does not meet a Progression Requirement?
5. What are the requirements to take the Work Experience credit? (if applicable)
6. What is Academic Probation? What causes Academic Probation?

7. What is a Program Withdrawal? What causes s a Program Withdrawal?