

Program Information

Business Administrative Assistant

2024/2025

Program Overview	The diverse curriculum in this intensive, 10-month program 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 seven-week work practicum, help students seamlessly transition into careers upon graduation.
Area of Study	Applied Business
Credential	Certificate
Program Length	1 Year Full time (9 months)
Delivery	Online
Work-Integrated Learning	4-week practicum
Open to International Students	No
CIP Code	N/A

Career Outcomes

- Administrative or executive assistant
- Receptionist
- Data entry clerk
- Accounting clerk
- Program coordinator
- Customer care specialist
- Human resource assistant
- Marketing assistant
- Office manager
- Virtual assistant
- Bookkeeper

All Courses

Course Name	Description	Hours
Microsoft Office for Business 1 (BAA-300 - 2021+)	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.	84 hours
Microsoft Office for Business 2 (BAA-310 - 2021+)	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,	63 hours

	templates, outlines, graphics, and styles are also demonstrated and applied.	
Administrative Procedures (BAA-320 - 2021+)	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.	98 hours
Keyboarding Seminar 1 (BAA-321 - 2021+)	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.	14 hours
Accounting Principles in the Cloud (BAA-400 - 2021+)	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	98 hours

	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.	
Human Relations (BAA-250 - 2021+)	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.	98 hours
Microsoft Excel for Business (BAA-350 - 2021+)	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.	98 hours

Business Database Fundamentals (BAA-360 - 2021+)	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.	56 hours
Business Communication Skills (BAA-410 - 2021+)	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.	63 hours

Keyboarding Seminar 2 (BAA-361 - 2021+)	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.	14 hours
Introduction to Marketing and Brand Management (BAA-370 - 2021+)	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.	70 hours
Keyboarding Seminar 3 (BAA-371 - 2021+)	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.	14 hours
Business Administrative Assistant Work Practicum (BAA-380 - 2021+)	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	245 hours

