



Program Outline Office Manager Certification

Brief Program Description

The Office Manager Certificate program will equip the students with Office Skills, Managerial Skills, Leadership Skills, Computer Technology Skills, Administration Skills, Presentation Skills, Marketing Skills, Human Resource Management Skills, and Communication Skills.

Career Occupation

Students who complete this course will be able to secure many positions as Office Managers, Office Administrators, Supervisors, Office Assistants, Human Resource & Marketing Personals.

Admission Requirements

Minimum 18 years of age or out of school for a minimum of 1 year.

Learning Objectives*

Upon completion of this program the successful student will have reliably demonstrated the ability to:

- Communicate knowledge of operating popular computer applications
- Work efficiently in Microsoft Word, Excel, PowerPoint, Internet & Email, and Microsoft Project
- Develop the skills to create powerful presentations with graphs, tables, and embedded graphics
- Develop an awareness of the skills needed to work in today's workforce
- Develop Interpersonal Communications and Management Skills
- Write proper business letters and other documents
- Demonstrate modern office skills and managerial skills.
- Develop skills for managing an office
- Understand marketing concepts, principles and application
- Discover and apply sales strategies
- Understand and apply skills in Human Resources Management, planning, strategies & Recruitment process



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Completion Requirements 80% attendance
 Successful completion of each program with a minimum grade of 70% or above
 Satisfactory payment all tuition and other fees

Program Duration

Total Hours	288
Total weeks	12
Tuition	\$4570.00
Books	\$650.00

Delivery Method(s)

The program is led onsite by an instructor. Delivery is done through lectures, demonstrations, and hands on training.

In-class instruction

Course Breakdown

Title of Courses	# of Hours*
Life Skills & Success Strategies	15
Word Processing: Word Levels 1 & 2	39
Spreadsheet: Excel	21
Presentation: PowerPoint	21
Internet/Email/Scheduling: Outlook	15
Business Writitng (Business Letters/Memos/Reports)	21
Project Management (Microsoft Project)	21
Leadership & Management Skills	21
Marketing & Sales Strategies	21
Marketing: Branding & Pricing	21
Human Resource Management: Role & Strategies	21
HRM: Recruitment & Selection	21
HRM: Employee Relationships & Awards	18
Employment Strategies	12
Total Hours	288
Total Weeks	12



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Required Course Materials

IBM compatible computer with a minimum of 8 Gigabyte hard drive, 1 Gig Ram, Windows 10, Office 2016

Life Skills & Success Strategies

This course covers the soft skills required to obtain and retain employment, including communication skills, emotional intelligence, goal setting, stress management, problem solving, team work, etc.

Word Processing: Word Levels 1 & 2

This course teaches how to create different kinds of business documents using a variety of core and intermediate skills such as letters, memos, forms, newsletters, and reports.

Spreadsheet: Excel

Microsoft Excel teaches the information worker how to work with different types of documents using a variety of core and intermediate features to create and edit professional-looking spreadsheets for a variety of purposes and situations.

Presentation: PowerPoint

This Microsoft PowerPoint course covers all the topics needed to create and manage presentations. Some topics included are charts & tables, slide masters, adding multimedia elements, and delivering the presentations.

Internet/Email/Scheduling: Outlook

This course teaches the information worker how to use the various elements such as Mail, Calendar or Contacts to coordinate communications and collaborations with others. The user will acquire fundamental concepts and skills, building on this foundation as they increase their productivity in communication and sharing information with others.

Business Writing (Business Letters/Memos/Reports)

This course is filled with insights into improving one's written business communications. From everyday letters, emails, and reports to Web site content, proposals, and new media, students will discover what it takes to make every written word and document.



Project Management (Microsoft Project)

In this course students will get an increased awareness of project management concepts, apply planning and organizing techniques for good time management, demonstrate a logical approach to project planning, prepare and evaluate projects, use project management software to effectively manage projects for better decision making and develop skills to evaluate projects.

Leadership & Management Skills

This course explores different models, conceptualizations, and measures of leader interpersonal and influence "soft skills" that are so necessary for effective leadership. These include the communication skills, persuasion skills, political savvy, and emotional abilities used by leaders to inspire, motivate, and move followers toward the accomplishment of goals.

Marketing & Sales Strategies

This course focuses on Marketing, Strategic planning, and digital or online marketing. Social Media Marketing enables students to study how and when they want—including on a smart phone! Whatever you sell, wherever you compete, this course will help you build leads, traffic, sales, market share – and profits!

Marketing: Branding & Pricing

This is a continuation of Marketing & Sales Strategies. This course focuses on branding, pricing, and marketing channels.

Human Resource Management: Role & Strategies

Human Resource Management uniquely provides a strategic explanation of how established Human Resource policies can be adapted to meet new challenges. In addition to a thorough exposition of the main policy areas this course offers an introduction to organizational behaviour studies, incorporates relevant aspects of employee relations, and presents an overview of employment law.



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HRM: Recruitment & Selection

This course focuses on Recruitment and Selection, Job Analysis-Defining Performance, Sourcing, Selecting Employees, Developing People, Performance Appraisal, Talent Management, and Learning and Development.

HRM: Employee Relationships & Awards

This course focuses on Employee Relations, Evaluation, Pay Systems, Total Rewards, Corporate Governance and HRM, Disputes and Ways of Resolving Conflict, Consultation, Participation and Employee Engagement, and Well-being at Work.

Employment Strategies

This course gives an overview of skills required for self-employment. Instruction covers orientation of job skills, training required in the new millennium, job interview skills, resume writing, cover letters, and references.

Student Name

Student Signature

Date