

Canadian Certified Administrative Professional (CCAP) Course List

Lakeland College

Business Department

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AAP Courses	Lakeland College Courses
Compulsory courses:	Compulsory courses: Please provide in Course Code: Course Name format
Business English	CO 168 Business Communications & Workplace Writing <i>Prerequisite: CU 152</i>
Organizational Behaviour	BA 120 Organizational Behaviour
Human Resources Management	BA 661 Human Resource Management <i>Prerequisite: BA 120</i>
Supervision/Management Studies	BA 656 Leadership & Supervision <i>Prerequisite: BA 120</i>
Elective courses:	Elective courses: Please provide in Course Code: Course Name format
Technology/Computer Skills	Student must take one from this group
Computer Technology – advanced courses in Excel, Access, Word etc.	Not available at this time
Social Media	BA 172 Social Media Marketing
Website Design/Management	Not available at this time
Business Operations	Student must take one from this group
Business or Commercial Law	LA 180 Business Law
Economics	EC 111 Microeconomics
Financial Accounting	AC 141 Basic Accounting OR AC 130 Accounting
Marketing	MK 170 Marketing Principles
Psychology	PSYCO 104 Basic Psychology PSYCO 241 Social Psychology <i>Prerequisite: PSYCO 104 and PSYCO 105</i>
Public Relations	MK 228 Public Relations
Statistics	MA 201 Business Statistics <i>Prerequisite: MA 101</i>
Project/Event Management	Student must take one from this group
Project Management	Not available at this time
Event Management	Not available at this time

CO 168 Business Communications & Workplace Writing - 3 credits

This course enables students to develop and hone their written communication skills. Students learn how to effectively compose, format, and edit a variety of written business correspondences: emails, memorandums, letters, etc. Students also learn how to communicate information accurately, clearly, and concisely. Current business writing practices are adhered to and an emphasis is placed on correct sentence structure, spelling, punctuation, and grammar. *Prerequisite: None. Co-requisite: CU 152*

BA 120 Organizational Behaviour - 3 credits

This course looks at the behaviour of individuals and groups in organizational settings in terms of various theories and models, and examines how such behaviour can be modified to improve organizational efficiency and effectiveness. Case studies, exercises, and role-plays drawn from real life are used to illustrate the principles involved. *Pre/co-requisites: None*

BA 661 Human Resource Management - 3 credits

Areas of focus include human resource planning, recruitment and selection, orientation and training, compensation and benefits, occupational health and safety and labour relations. Throughout the course, students gain experience in recognizing conflict and dealing with managerial issues that commonly arise in their professional lives. Through a program of identification, negotiation, and presentation, students will explore and practice techniques commonly used in diffusing conflict surrounding issues that are common within organizations. *Prerequisite: BA 120. Co-requisites: None*

BA 656 Leadership & Supervision - 3 credits

This first line management course covers a wide spectrum of topics dealing with how management sees the supervisor, how supervisors see themselves, and how supervisors lead. This course covers planning, control, communications, motivation, training, appraisal, discipline, selection, safety and other relevant topics. By course completion, participants should have a well rounded understanding of theory and practical application of leadership and supervision. *Prerequisite: BA 120. Co-requisites: None*

ELECTIVE COURSES

CU 151 Introduction to Excel - 3 credits

This course prepares the Administrative Professional student to use electronic spreadsheets in today's offices. *Pre/co-requisites: None*

CU 152 Keyboard & Document Processing - 3 credits

This course combines keyboarding and document processing. In the keyboarding portion, the student gains mastery of the computer keyboard, learns proper keyboarding techniques, and keys letters, memos, tables, reports, and business forms. Increasing emphasis is placed on developing speed and accuracy. This hands-on course is designed to introduce Administrative Professional students to word processing concepts and the production of routine business communications. *Pre/co-requisites: None*

CU 176 MS Computer Applications - 3 credits

This course covers computer applications in an office setting through a comprehensive case project utilizing the following: Access, PowerPoint, Outlook, Publisher, Foxit PDF Creator and Accounting Software (Sage Accounting). Students learn hands-on skills needed to create and use database management software in an office environment. *Prerequisites: AC 141, CU 151 & CU 152. Co-requisites: None*

BA 172 Social Media Marketing - 3 credits

This course teaches students how to take a strategic approach to marketing utilizing social media. This includes learning how to establish strategic goals and objectives and how to implement and monitor a social media marketing plan through both coursework and a hands-on approach. By the end of the course, students will be able to demonstrate their knowledge of the social media landscape and how businesses can best market themselves through varying platforms. *Pre/co-requisites: None*
Website Design/Management – not available at this time

LA 180 Business Law

Sources of law and the judicial system. Emphasis on the law of contracts, contract of sale, consumer protection, restrictive trade practices, agency, negotiable instruments, unincorporated business and corporations, insurance, and the law of torts. 3 credits.

EC 111 Microeconomics

Microeconomics deals with the choices we make under conditions of scarcity. The study of economics introduces student to analytical and problem-solving techniques that can be applied to consumer behavior, production decisions, market structures, and the price mechanism. This knowledge enables better decisions in business, private, and public life. *Prerequisite: Grade XII Math or equivalent. Co-requisites: None*

AC 141 Basic Accounting - 3 credits

This is an introductory course in accounting with an emphasis on basic bookkeeping for both service and merchandising types of businesses. The complete accounting cycle is studied including originating entries, posting, financial statement preparation, adjusting entries, and closing entries. *Pre/co-requisites: None*

AC 130 Accounting I - 3 credits

AC130 and AC230 introduce the concepts and applications of financial accounting. Topics in AC130 - Accounting I include accounting concepts and principles, the recording process, preparing financial statements, internal control, cash and receivables. *Prerequisites: Grade XII Math or equivalent. Co-requisites: None*

MK 170 Marketing Principles - 3 credits

This course is designed to develop knowledge and understanding of marketing techniques. It includes analysis of marketing operations, product assortment, price structure, channel of distribution, and promotion of goods and services. *Pre/co-requisites: None*

PSYCO 104 Basic Psychological Processes - 3 credits

Principles and development of perception, motivation, learning and thinking and their relationship to the psychological functioning of the individual. *Prerequisite: English 30-1 or equivalent. Co-requisites: None*

PSYCO 241 Social Psychology - 3 credits

A survey of theories and research on the individual in a social context. *Prerequisites: PSYCO 104 & PSYCO 105. Co-requisites: None*

MK 228 Public Relations - 3 credits

This course will teach students about the importance of creating strategic management relationships between an organization and its diverse publics. Course content includes public relations knowledge and practical guidelines for utilizing written, spoken, and visual techniques to reach selected audiences. Examples, case studies, and guest speakers will be utilized to assist students with their understanding of this dynamic, ever changing field. *Pre/co-requisites: None*

MA 201 Business Statistics - 3 credits

This course is an introduction to statistical concepts and techniques, progressing to inferential statistics. The techniques introduced are used in all the functional areas of business. Topics include data presentation, probability distributions, sampling and estimation, hypothesis testing, time series analysis, non-parametric tests, regression, and correlation. *Prerequisite: MA 101. Co-requisites: None*