



# Essential Technologies Certificate Program (4807)

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**Length:** 8 weeks @ 35hrs/week, 245 hours

**Proposed Start and End Dates:** Monday October 31 – Friday December 23, 2011.

## Program Overview

Looking to make a career change but feeling behind on today's latest technology? The Essential Technologies Certificate Program will take you from zero to hero in eight weeks in this very "hands on" training.

- Learn Microsoft Office 2010 – touch on word processing, spreadsheets, power point
- Learn how to use smart-phones, Windows 7, and internet essentials for both personal and business use.
- Learn what and how – computerized sales and cash management operates along with understanding what customer service is all about in this new age of technology.

## Program of Study

### Computers 101

Participants learn the basics of computer hardware, what's inside, how to understand all those confusing specifications, how to purchase a computer for specific needs, how to decide between Mac and PC or desktop and laptop. Learn the basics of Windows 7 usage, how to avoid viruses, how to do backups, how to avoid nasty computer surprises and how to set up your workspace so you don't have problems with computer related health issues like repetitive strain injuries. Don't know how to type? We'll cover that too. (35 hours)

### Computers 102

Computers are only as good as the software that you install on them. We start off this second course with an introduction to Windows application fundamentals using a graphics/drawing program. Microsoft Office 2010 is then introduced where we get acquainted with the basics of word processing using MS Word. This is followed by rudimentary spreadsheet skills using MS Excel. Then, we'll have some fun exploring PowerPoint basics followed by MS One-Note. (70 hours)

### Connecting Computers (And Their Users)

The real magic with computers starts to happen when you get them talking to each other. Microsoft Outlook will be used as the email client, where we'll take a look at best email practices in a business environment as well as keeping in touch with family and friends.

Participants will be instructed in rudimentary computer networking for home and small offices including setting up wireless networks and accessories such as wireless printers. Then we

introduce the Internet, browsers and email systems with a focus on safety, online etiquette and an understanding of the online culture. (35 hours)

### **Computerized Sales and Cash Management**

A quick review of the necessary math, language and computer skills to manage various retail transactions including: working with currency, collecting cash payments and tendering changes; processing credit card, debit and cheque payments; receiving coupons and gift certificates; handling returns and exchanges. You'll also learn to estimate and check calculations, perform records-keeping, prepare float records, sales reports, inventory reports; tally and reconcile sales for shift reports; fill out deposit forms and complete other work documents for cashier/sales duties. Participants will learn how to efficiently use a Point of Sales (POS) system to track retail transaction and manage special functions such as voids, comps, discounts, tax exemptions, refunds, sales records and various reports. (35 hours)

### **Effective Customer Service**

To have an edge in today's marketplace you must excel in customer service. Providing a quality product or service is merely the entrance fee to play in the game. Learn the benefits of delivering quality customer service, the use of awards and assessment in a service culture, and formulating a quality service plan. The successful participant will be able to define customer service, explain the importance of customer satisfaction as a competitive advantage, describe who your customers are, list five methods of gathering customer satisfaction data, explain the importance of the five key determinants of service quality, outline how to manage customers' expectations and explain how to create and maintain lasting and creative customer relationship. The participant will also learn to appreciate the importance of customer service, understand the role of customer contact personnel, plan responsive customer service, measure customer service, understand how the manager acts as a role model for leadership, integrate the employee as part of the product, demonstrate methods of communicating with the customer, understand the importance of human resource management in delivering quality customer service, justify the use of awards and assessments in creating a service culture and formulate a Service Quality Plan. (35 hours)

### **Welcome To The Internet**

The primary focus is learning how to use the Internet for business purposes with emphasis on hosted applications. We'll roll up our sleeves and look at Google Apps and MS Live. Participants will be exposed to online time management tools such as Google Calendar, Tungle and PlanPlus. The module concludes with exploration of options for using the Internet to find employment. (35 hours)

**Total cost per student: \$4983.17**



# Health Office Administrative Support Certificate Program (3026)

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**Length:** 13 weeks @ 30 hours per week, 390 hours

**Proposed Start and End Dates:** Monday September 19<sup>th</sup> – Friday December 16<sup>th</sup>, 2011.

## Program Overview

Health office personnel require strong organizational skills and the ability to maintain an orderly flow of information. If you have an interest in health care, enjoy paperwork and are excited at the notion of becoming fluent in the language of health and medicine then you may be headed for a new career as a Health Office Administrative Support person.

## Program of Study

### Semester 1

CMM126 - 3 Workplace Communication  
HOA108 - 3 Health Office Keyboarding  
MED111 - 3 Medical Terminology  
HOA109 - 4 Health Office Foundations  
HOA103 - 1 Patient Preparation

HOA106 - 2 Medical Office Billing  
HOA110 - 3 Pharmacology and Medical Tests  
HOA104 - 3 Processing Physicians Orders  
HOA107 - 4 Health Office Fieldwork

## Where You'll Work

Employment settings include hospitals, physician`s offices or other healthcare facilities; insurance or health maintenance organizations. Graduates of the Health Office Administrative Support Certificate program are employed as health office personnel such as unit clerk, receptionist or office assistant.

## What You'll Need

Ontario Secondary School Diploma with Grade 12 English (C) ENG4C or mature student status.

## Clinical and Field Placements

Fieldwork experience provides the student with the opportunity to apply classroom theory to an actual employment situation. Students with experience in the health office field may apply for prior learning assessment (PLAR).

All applicants will be required to submit documentation of having completed the following procedures prior to entering clinical/lab, identified courses and/or field placement components of the program. If the appropriate documentation is not received with at least two weeks prior to the start of the identified clinical/lab/course and/or field placement it may be necessary to withdraw the student.

- A current (within one year) Police Record Search: is required by students as they are enrolled in a program during which they will have unsupervised access to vulnerable persons.
- Immunization and Health Record Form including the following immunization requirements: Two-step TB test, Immunity against measles, mumps and rubella, Current tetanus, diphtheria immunization, Current influenza immunization.
- Statement of Confidentiality Form and Workplace Agreement Form: to be given to you to sign prior to your fieldwork placement.
- WHMIS All costs associated with these requirements are the responsibility of the student

## Books and Supplies

Please Note: Textbook/supply lists for the upcoming 2011/2012 academic year will be available in July, 2011. View these lists 2 weeks before and 2 weeks after the start of each semester to ensure that you have the most current information. Registered students can access their personalized text/supply list through the [mysaultcollege.ca](http://mysaultcollege.ca) web site.

### Semester 1

[Workplace Communication](#) (3 credits) (CMM126 - 3)

Title: Workplace Writing  
Author: Marilyn E. Holt  
Publisher: Thomson Nelson  
\$78.00

[Patient Preparation](#) (1 credits) (HOA103 - 1)

No Course Books or Course Supplies

[Processing Physicians Orders](#) (3 credits) (HOA104 - 3)

Title: Being a Health Unit Coordinator  
Edition: 5th  
Author: Cox Stevens  
Publisher: Prentice Hall  
\$111.00

[Medical Office Billing](#) (2 credits) (HOA106 - 2)

Title: Easy Steps to Efficient Medical Billing  
Edition: Sept 2009  
Author: MedCom  
Publisher: MedCom Solutions  
\$66.75

[Health Office Fieldwork](#) (4 credits) (HOA107 - 4)

No Course Books or Course Supplies

[Health Office Keyboarding](#) (3 credits) (HOA108 - 3)

Title: Keyboarding in the Medical Office  
Edition: Sessions 1-60  
Author: Mitchell and Kapper  
Publisher: Paradigm Publishing  
\$113.50

[Health Office Foundations](#) (4 credits) (HOA109 - 4)

Title: Argyll Clinic: A Medical Office Simulation  
Edition: 2005  
Author: Seaton/Elder  
Publisher: Pearson Prentice Hall  
\$62.75

Title: Being a Medical Records/Health Information Clerk  
Edition: 3rd/2004 Author: McMiller  
Publisher: Health Medical Series Prentice Hall  
\$67.00

[Understanding Pharmacology and Medical Tests](#) (3 credits) (HOA110 - 3)

Title: Medical Office Pharmacology  
Author: Struck  
Publisher: Prentice Hall  
\$90.25

[Medical Terminology](#) (3 credits) (MED111 - 3)

Title: Medical Terminology: A Short Course  
Edition: 5th  
Author: Chabner Davi-Ellen  
Publisher: Elsevier/W. B. Saunders  
\$46.00

Note: Please do not mark, deface, or open sealed packages of any texts and/or supplies until you have confirmed these purchases with your individual instructors, otherwise material cannot be returned. All refunds or exchanges for Campus Shop material must be in mint condition and will require the original sales receipt. Refer to the refund/exchange policies posted in the Campus Shop for details. For textbook pricing information, please refer to [www.efollett.com](http://www.efollett.com) or call (705) 759-2554, ext. 2596. *Texts and supplies are subject to change. To ensure that you have current information, access your mybooklist through [mysaultcollege.ca](http://mysaultcollege.ca) regularly during the two weeks before and after the start of each semester.*

**Cost per Student:** \$2,605.92 plus books (\$635.25 + HST) = **\$3,323.75**



# Professional Bookkeeper Certificate Program (2052)

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**Length:** 11 weeks at 30 hours per week, 330 hours

**Proposed Start and End Dates:** Monday October 3<sup>rd</sup> – Friday December 16<sup>th</sup>, 2011

## Program Overview

The Professional Bookkeeper Certificate program provides the participant with the knowledge required to perform bookkeeping functions. This program consists of five courses.

## Program of Study

### Semester 1

ACC107 – 4 Applied Accounting  
ACC108 – 6 Accounting Principles I  
ACC116 – 4 Computerized Accounting Applications  
ACC231 – 4 Taxation  
OEL732 – 3 Payroll Administration

## Where You'll Work

Graduates may seek employment in small business, as well as medium and large-sized corporate environments in all sectors.

## What You'll Need

Ontario Secondary School Diploma with Grade 12 English (C) ENG4C or mature student status. Basic computer skills are also required.

## Books and Supplies

Please Note: Textbook/supply lists for the upcoming 2011/2012 academic year will be available in July, 2011. View these lists 2 weeks before and 2 weeks after the start of each semester to ensure that you have the most current information. Registered students can access their personalized text/supply list through the [mysaultcollege.ca](http://mysaultcollege.ca) web site.

Applied Accounting (4 credits) (ACC107 – 4)  
Title: Fundamental Accounting Principles and Working Papers Volume 1  
Edition: 13<sup>th</sup>  
Author: Larson Jensen Carroll  
Publisher: McGraw Hill  
\$160.00

Accounting Principles I (6 credits) (ACC108 – 6)  
Title: Fundamental Accounting Principles - (V2)  
Edition: Canadian Edition - 13th  
Author: Larson  
Publisher: McGraw-Hill Ryerson  
\$101.50

Computerized Accounting Applications (4 credits) (ACC116 - 4)  
Title: Learning Simply Accounting 2008 by Sage Pro (with 2 CDs)  
Edition: 2nd Edition  
Author: Freedman  
Publisher: Thomson Nelson  
\$126

Taxation (4 credits) (ACC231 - 4)  
Title: Canadian Tax Principles with Study Guide  
Edition: 2010 - 2011  
Author: Byrd & Chen  
Publisher: Pearson Education  
\$160

Payroll Administration (3 credits) (OEL732 - 3)

Go to [www.textnet.ca](http://www.textnet.ca) to see your books. Find the course name in the listings. If the course name is not at the Textnet.ca site, then you do not require a book.

Note: Please do not mark, deface, or open sealed packages of any texts and/or supplies until you have confirmed these purchases with your individual instructors, otherwise material cannot be returned. All refunds or exchanges for Campus Shop material must be in mint condition and will require the original sales receipt. Refer to the refund/exchange policies posted in the Campus Shop for details. For textbook pricing information, please refer to [www.efollett.com](http://www.efollett.com) or call (705) 759-2554, ext. 2596.

Texts and supplies are subject to change. To ensure that you have current information, access your mybooklist through [mysaultcollege.ca](http://mysaultcollege.ca) regularly during the two weeks before and after the start of each semester.

### **Additional Certification**

These courses are also recognized by the Canadian Institute of Bookkeeping (CIB) toward their program. Further part-time studies to meet CIB's requirements are available on-line. For further information on CIB contact their website at [www.cibcb.com](http://www.cibcb.com) or phone 416-925-9420.

**Tuition:        \$2000.60 plus cost of the books (\$515.50+HST) = \$2,583.12**