

NATIVE EDUCATION & TRAINING COLLEGE

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Business Administration and Management Diploma Program (3~Semesters)



Program Overview

In business, there is a great need for strong and creative leadership of skilled managers. No organization can function without effective management techniques. As a trained business manager, you can enter almost any business organization or government agency. You can move from one sector to another without losing your effectiveness because the principles of effective management do not change. This program teaches you these principles, which you will need to make effective management decisions that often spell the difference between profit and loss for your organization.

This program will also provide students with a basic education in all aspects of business administration and management, as well as an introduction to all aspects of business which include: accounting, computers, macro and microeconomics, management, law, business math, labor relations in Canada, financial services, marketing, statistics, and communication.

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SEMESTER 1

Study Skills Strategies

Introduction to the college life!

Management Principles and Practices

This comprehensive review of essential management concepts and issues is complemented by the authors' practical and student-friendly style. A practical text that comprehensively outlines the major issues in management today and those anticipated in the future, the authors make use of and build on management experience that students may have already had in their personal, school, or work lives. This new edition has an increased emphasis on management skill development

- Introduction to Managing
- Planning
- Organizing
- Leading
- Controlling

SEMESTER 2

Business Communications

Business Communication ~ Process and Product, Fifth Canadian Edition takes students through a well-developed, consistently applied approach to communication that is combined with integrated application of current and emerging business technologies. Through the unique 3-x-3 writing process, students learn a process for solving future communication problems, and how to use the Internet and electronic media to deliver their messages, resulting in a tangible communication strategy they can use throughout their careers.

- Communications Foundations
- Writing Process
- Business Correspondence
- Reports & Proposals
- Presentations

SEMESTER 3

Administrative Procedures for the Office

This program is an introduction to office administration and combines complete and accurate coverage of the basic skills needed to perform effectively as an administrative assistant in today's fast-changing work environment with a broader focus on important issues such as professionalism, time management, and making progress in one's chosen career. Canadian examples, data, and illustrations have been integrated throughout, and the authors draw on

their extensive teaching and industry experience to provide real-life examples and scenarios in order to make key concepts come alive.

- **A Career as an Office Professional**
- **Human Relations**
- **Management of Work, Time & Resources**
- **Reference Sources**
- **Organization Structure & Office Layout**
- **Office Services**
- **Office Technology**
- **Incoming & Outgoing Mail**
- **Information Management**
- **Front -Line Reception**
- **Telecommunications in the Office**
- **Travel Arrangements**
- **Meeting & Conferences**
- **Business Communications**
- **Office Commerce & Keeping Records**

Business Administration & Management Program Course Objectives

Vocational Standards

Upon successful completion of the program, the student will be able to:

- Communicate business-related information persuasively and accurately in oral, written, and graphic formats.
- Work in a manner consistent with law and professional standards, practices, and protocols.
- Develop customer-service strategies to meet the needs of internal and external customers.
- Apply strategies to creatively organize, lead, and assume the risks of an organization.
- Apply knowledge of the human resources function to the management of an organization.
- Apply knowledge of the marketing function to the management of an organization.
- Apply accounting and financial knowledge to the management of an organization.
- Apply knowledge of operations management to the management of an organization.
- Apply computer skills and knowledge of information technology to support the management of an organization.
- Take into account the interrelationship among the functional areas of a business.
- Work effectively with co-workers, supervisors, and others.
- Apply research skills to gather, interpret, analyze, and evaluate data from primary and secondary sources.
- Apply creative problem-solving skills to address business problems and opportunities.
- Develop strategies for personal and professional development to manage job stress, enhance work performance, and maximize career opportunities.

- Apply time management and organizational skills to facilitate the completion of tasks and to meet deadlines in a business environment.
- Take into account the impact of the economic, social, political, and cultural variables which affect a business operation.
- Apply leadership and management knowledge and skills to assist in the planning, directing, and controlling of an organization.
- Plan, prepare, and deliver a variety of presentations.
- Develop a business plan in collaboration with others.

Generic Skills Standards

Upon successful completion of the program, the student will be able to:

- Communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of audiences.
- Reframe information, ideas, and concepts using the narrative, visual, numerical, and symbolic representations which demonstrate understanding.
- Apply a wide variety of mathematical techniques with the degree of accuracy required to solve problems and make decisions.
- Use a variety of computer hardware and software and other technological tools appropriate and necessary to the performance of tasks.
- Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.
- Evaluate her or his own thinking throughout the steps and processes used in problem solving and decision making.
- Collect, analyze, and organize relevant and necessary information from a variety of sources.
- Evaluate the validity of arguments based on qualitative and quantitative information in order to accept or challenge the findings of others.
- Create innovative strategies and/or products that meet identified needs.
- Manage the use of time and other resources to attain personal and/or project-related goals.
- Take responsibility for her or his own actions and decisions.
- Adapt to new situations and demands by applying and/or updating her or his knowledge and skills.
- Represent her or his skills, knowledge, and experience realistically for personal and employment purposes.

General Education Standards

All graduates of the Business Administration Program must have met these general education requirements in addition to achieving the vocational and generic skills learning outcomes:

Aesthetic Appreciation

Understand beauty, form, taste, and the role of the arts in society.

Civic Life

Understand the meaning of freedoms, rights, and participation in community and public life.

Cultural Understanding

Understand the cultural, social, ethnic, and linguistic diversity of Canada and the world.

Personal Development

Gain greater self-awareness, intellectual growth, well-being, and understanding of others.

Social Understanding

Understand relationships among individuals and society.

Understanding Science

Appreciate the contribution of science to the development of civilization, human understanding, and potential.

Understanding Technology

Understand the interrelationship between the development and use of technology and society and the ecosystem.

Work and Economy

Understand the meaning, history, and organization of work; and working life challenges to the individual and society

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