

CBE Office Administration Program (OACP)

Chart Your Pathway

Name: _____ Registration Date: _____

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|----------------------------|--|--|---|---|--|--|--|--|---|
| Level 1 | Customer Service OR Managing Customer Service (Online) | Dealing with Difficult Behaviours (No Challenge Available) OR Achieving Success with Difficult People (Online) | Effective Listening Skills OR Interpersonal Communication (Online) | Online Skills | Records Management Theory (No Challenge Available) | Telephone Etiquette | Time & Task Management | Windows Basics & File Management OR Introduction to Windows 10 (Online) OR Introduction to Windows 11 (Online) | |
| Level 2 | Bookkeeping 1 - Basics OR Bookkeeping 1 - Basics (Online) | Keyboarding / Typing OR Keyboarding (Online) | Outlook Level 1 OR Introduction to Microsoft Outlook 2019 (Online) | Proofreading Perfected OR The Keys to Effective Editing (Online) | Word Level 1 OR Introduction to Microsoft Word 2019 (Online) | Writing Skills for Business OR Effective Business Writing (Online) | | | |
| Level 3 | Business English Grammar OR Grammar Refresher AND Grammar Refresher II (Online) | Excel Level 1 OR Introduction to Microsoft Excel 2019 (Online) | (Elective - Choose 1 of 4) Managing Stress in the Workplace OR Stress Management (Online) OR Troubleshooting & Maintaining Your PC OR Introduction to PC Troubleshooting (Online) | | (Elective - Choose 1 of 4) PowerPoint Level 1 OR Introduction to Microsoft PowerPoint 2019/Office 365 (Online) OR Adobe InDesign OR Introduction to InDesign CC (Online) | | QuickBooks Online Essentials OR Introduction to QuickBooks Online AND Intermediate QuickBooks Online | Teambuilding OR Building Teams that Work (Online) | Word Level 2 OR Intermediate Microsoft Word 2019 (Online) |
| Level 4 | Excel - Level 2 OR Intermediate Microsoft Excel 2019 (Online) | Meetings, Agendas & Minutes | Speaking with Confidence (No Challenge Available) | Supervisory Training OR Fundamentals of Supervision and Management AND Fundamentals of Supervision II (Online) | (Elective - Choose 1 of 2) Word Level 3 OR Outlook Level 2 | | | | |
| Level 5 | Conflict Resolution for the Workplace OR Conflict Resolution (Online) | Ethics Management | Negotiate for Win-Win Results OR Negotiation: Get What You Want (Online) | Project Management Introduction OR Project Management Fundamentals (Online) | | | | | |
| Recommended Options | Access Level 1 OR Introduction to MS Access 2019 (Online) | Fostering Accountability | Coaching Your Business Team | Leadership Skills for Managers OR Leadership (Online) | Understanding Financial Statements & Budgeting | | | | |

CBE OACP course names are subject to change. Please refer to our website for current information: tinyurl.com/OACP-Chart

chinook learning services

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