

CBE Office Administration Program (OACP)

Chart Your Pathway

Name: _____ Registration Date: _____

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

In-Person Courses (in Black text)

Online Courses (in Blue text)

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

Updated March 14, 2025

chinook learning services