
Champlain Regional College – St. Lambert

OFFICE MANAGEMENT

DEC - 412.A0



Recognition of Acquired Competencies (RAC) provides a process to receive academic credits for skills and knowledge gained through training, life or workplace experience.

RAC
Champlain
COLLEGE SAINT-LAMBERT

RECOGNITION OF ACQUIRED COMPETENCIES

1) What is RAC?

- RAC services provides you with an opportunity to receive academic credits for skills and knowledge gained through training, life or workplace experience. (www.champlainrac.com)
- RAC helps you get evaluated for skills you already know.
- RAC provides official recognition of your competencies.
- RAC improves your employability and career outlook.

2) Which diploma do I get?

- Upon successful completion of the RAC Office Management process, you will be awarded a *DEC in Office Systems Technology* (Diploma of Collegial Studies) recognized by the Minister of Higher Education. This is a technical administration degree.

N.B. Also available is the AEC (Attestation of College Studies) in Office Administration. Speak to a career counselor or your employer's Human Resources department to know which certification is best for your needs.

3) Is a DEC in Office Management for me?

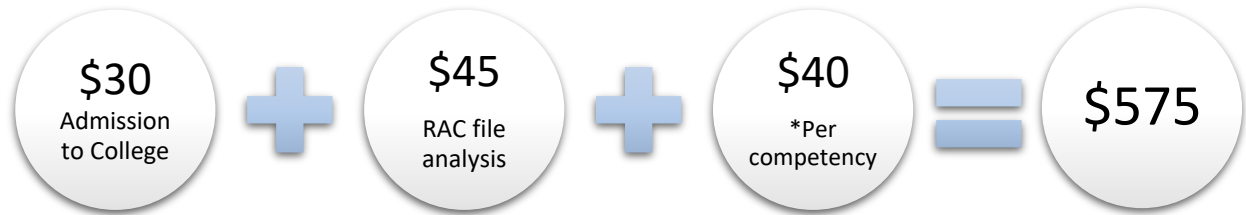
- It is for office coordinators, office technicians, administrative agents and support personnel, whom have been working in their profession for several years.
- It is for people who desire career advancement in their current organization.

4) How long does it take?

- The duration is approximately 6-9 months depending if the individual is currently working or not, to complete the *program* specific competencies. Another 6-9 months to do the *general education** competencies. Seminars and evaluations occur mainly during the weekends and occasionally on a week night.

*If you have already taken college courses or have a higher education degree, an in-depth file analysis will be done to grant substitutions and/or equivalencies where needed.

5) How much does it cost?



Note: *Up to a maximum of \$500

- This is the cost for the specific competencies* only and does not include the cost of the General Education courses.
*RAC services uses a competency based approach instead of calling them courses.

6) What are the admission requirements?

- Candidates must be 20 years of age or older and have been absent from full-time CEGEP studies for at least one year prior to admission to the program or have already completed a DEC.
- Candidates must have a High School Degree or experience and training deemed sufficient by the College Administration.
- In order to complete this DEC, any prospective candidate must have completed the 14 General Education**DEC requirements (courses) before entering the program or be able to complete them independent of this program in another institution. The Pedagogical Advisor in the program will assist candidates throughout to ensure full completion.
- Potential candidates must have a good written and spoken level of French to be admitted.

****General Education** courses are English (4), French (2), Humanities (3), Physical Education (3) and Complementary (2).

7) *What are the competencies?*

- Office Management program consists of 26 specific competencies (not including general education courses).
- The competencies have been grouped into CLUSTERS to create an efficient evaluation process where you can demonstrate more than one competency at a time. There are 6 CLUSTERS and 4 independent competencies. You will need to demonstrate that you are knowledgeable in the following areas.

CLUSTER A: Production and word processing of documents

Use Microsoft Word: *format a document, do a mail merge.*

Produce administrative documents: *agendas, memos, reports.*

Write English texts and perform English linguistic revision: *write, summarize, correct & improve a text.*

CLUSTER B.1: Material Resources Management

Manage the office supplies and space: *office inventory, organize space.*

Provide technical support: *install software, configure computers, manage the hard drive*

Cluster B.2: Financial Resources Management

Manage basic finances: *perform Bookkeeping operations, balance petty cash, and produce a budget.*

Use Microsoft Excel: *produce a spreadsheet, process a multi-sheet document, and use graphs.*

Cluster C: Office administration management

Use automatic operations: *with Word, Excel & a database.*

Solve problems: *define a problem, create a solution and implement it.*

Use a records management system: *establish a filing system according to laws and timelines and storage.*

Design office procedures: *create a procedure, implement it and modify as needed.*

Cluster D: Oral and written communication in French

Write French texts and perform French linguistic revision: *write, summarize, correct & improve a text.*

Communicate in French: *do an oral presentation and carry a business conversation.*

Translate texts: *from English to French and French to English.*

Cluster E: Human Resource Management

Recruit personnel for the office: *make a job description, assist in hiring & orientation.*

Assess the performance of the staff: *determine criteria of evaluation and assessment tools and implement.*

Train the office staff: *organize & provide training.*

Cluster F: Professional activities organization

Communicate in English: *make an oral presentation and carry a business conversation.*

Plan an event: *organize an event and ensure functioning and follow to the event.*

Use office tools: *treat mail, emails and use outlook calendars.*

Interact in various work situations: *use interpersonal skills, stress management technics and team spirit.*

Supervise work within the office: *ensure maintenance of services and follow up or work.*

Independent

Analyze the profession: *describe the skills and abilities needed to do office work coordination.*

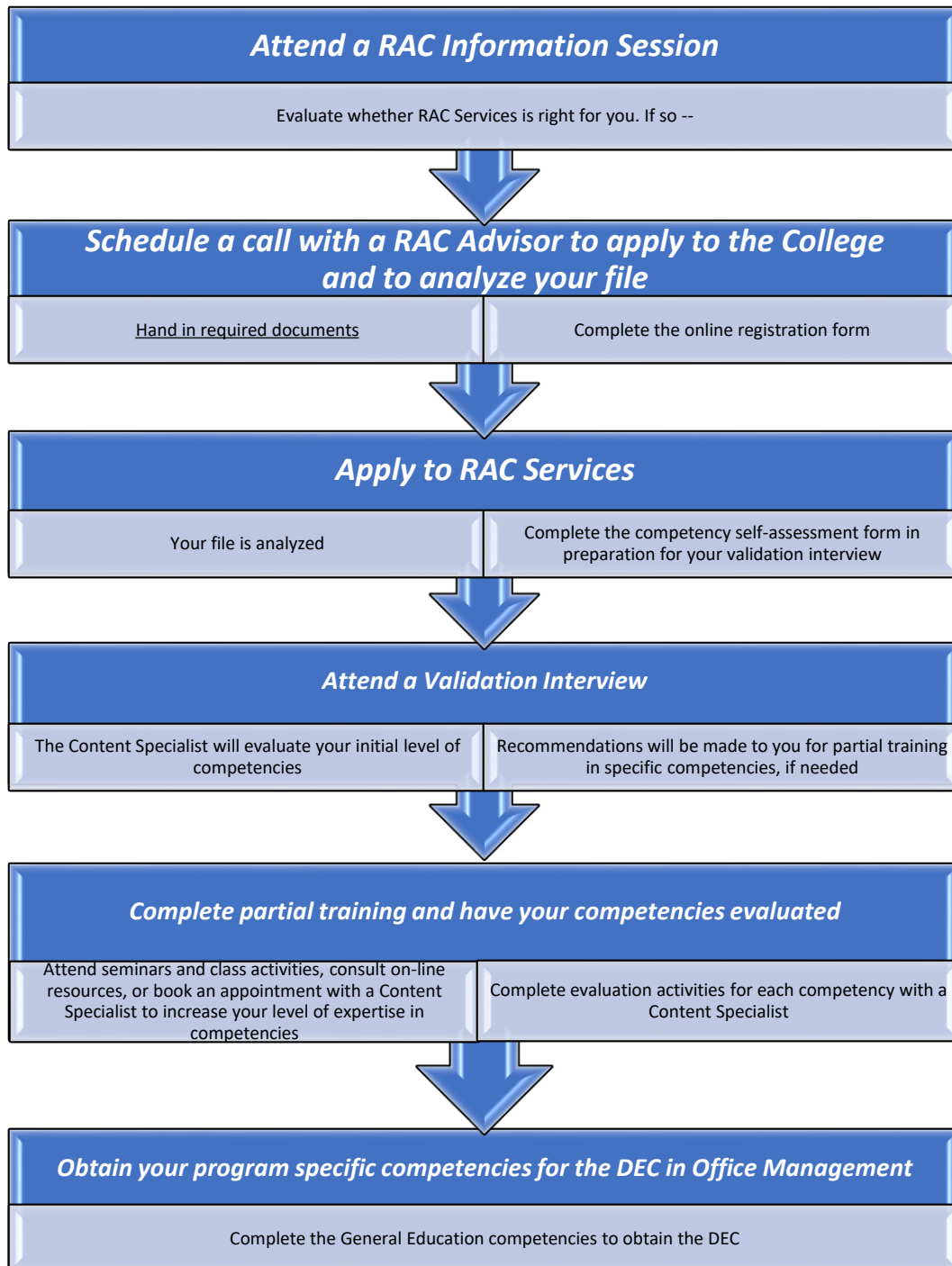
Use a database: *create and operate a database using proper fields, forms and reports.*

Build a career: *create a CV, cover letter & portfolio.*

Office work environment: *understand structure, organigrams & different functions.*

8) *How does it work?*

- There are different steps to follow for the admissions process to Champlain College.
- The validation interview is the last official step to be accepted in the program.
- Once admitted you may start evaluations.
- Partial training is offered for competencies you may be missing. Online resources have been created for candidates to review and self-learn missing components.



9) *How to apply?*

The Admission / Validation process **Next Steps :**

- **Email your CV** (English or French) to the advisor to analyze your experience and ensure a RAC process is right for you. Please do this through our website by signing up for more information.
- **Admissions procedure:** There are specific documents we need to open your file, copies are accepted (birth certificat, medicare card, permanent resident card or CSQ (Certificat de Selection du Québec), proof High School degree & transcripts from other institutions)
- **Online registration:** To apply to the program and open a file there is a 75\$ non-refundable fee.
- A **Validation Interview** is the final step to be accepted into the process. This is to ensure you have enough experience to be in a RAC process and to identify where you may need training.
- There are **no admission exams** for this program.
- **The RAC Advisor** responsible for the program will contact you to explain any further steps.

Thank you very much for your interest in our RAC services at Champlain College.

Advisor Contact Information:

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N.B. Champlain College Saint-Lambert is an English speaking college, materials are in English.