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 **OR** Negotiation: Get What You Want	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**
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chinook learning services

Calgary Board of Education