

Get Set for Office Administration Facilitator Guide

The training has been developed to be delivered over 12-13 sessions. Each session will take 2-3 hours. Each session has a PowerPoint presentation. There is one learner workbook, which is used for all 12-13 sessions. The workbook can be printed, or distributed online as a fillable PDF. There are individual handouts and an answer key that applies to some sessions. In addition, there is a sample learner plan template with suggested milestones that can be used by Employment Ontario funded programs.

Employment Ontario Literacy and Basic Skills agencies are required to determine a learning style for each learner. This has been referenced in the learner handbook. However, a learning style survey is not provided in the materials. You can use the learning style survey you are currently using at your agency.

All of the materials that have been created can be personalized for your agency with your own logo. They are either Word documents, or PowerPoint presentation files. Materials from other sources that have been included as examples or resources are PDF's and cannot be personalized.

The cover graphic file has been included in case you want to use it for marketing materials you create.

You will need to print a workbook for each participant learning in person. You will also need to print the assessment and corresponding handouts/answer keys for the different sessions. You do not need to print the PowerPoint presentations for the participants as the material is included in the Workbook. The learner plan template can be personalized and printed for each participant if you are an Employment Ontario funded agency.

To get started, it is recommended that the facilitator print out a copy of each file that is included. Read through the workbook and corresponding PowerPoint presentations. Review all of the additional handouts and answer keys that have been included. Please note that the materials have been provided in Word, fillable PDF and PowerPoint presentation, which gives you the option to modify them to meet the needs of your agency.

Session 12 can be completed in one or two sessions depending on the resources your facility has for practical training activities. Below is a list of suggested activities to be completed during session 12.

- Have the learners attend a zoom meeting in which they have to record meeting minutes. In the meeting outline the tasks to be completed throughout the remainder of the session(s). You can schedule the Zoom meeting on a regular class day, or as an additional class. Alternately, you can have the students attend the regular class and sit in a different room than yourself during the meeting.
- Learners will enter various calendar entries in an online calendar. Dates, times and topics to be provided by the facilitator.

- Share at least one calendar entry with the students that they must accept into their online calendar. You could combine this task with the Zoom meeting and send the Zoom meeting to them as a calendar entry.
- Use a search engine to find typing practice resources in order to assess and practice their typing skills.
- Create a form using MS Word or Adobe.
- Train the learners to use the photocopier on site. Task them with photocopying specific documents provided by their facilitator using as many features as possible. For example, double sided, staple, multiple copies.
- Plan an in person lunch meeting for a specified number of participants. Research possible venues to cater the lunch. Create a report using MS Word to present three possible options including costs, dates and times.
 - Create a memo to distribute to staff informing them of the lunch meeting.
- Provide learners with a set of data and have them create a spreadsheet.
- Provide learners with various emails from “customers” asking questions or making complaints and have them respond to the emails. They can either type their responses in MS Word and print, or they can email the facilitator as if the facilitator is the customer.
- Provide the learners with pseudo client information and files and ask them to organize the information in a filing cabinet.
- Have each learner attend a mock interview with the facilitator or alternate staff member.

During session 12, or in an optional 13th session you can have the learners complete a culminating task suitable to their goal path. Suggested culminating tasks include:

- Employment goal path – Administrative Assistant
- Employment goal path – Customer and Information Services Representative
- Employment goal path – New Employee Orientation
- Postsecondary goal path – Postsecondary Admission

The table on page 3 outlines which documents in the zip file correspond to each step and session.

Step	File name and type for each session
Intake and Assessment	<ul style="list-style-type: none"> • Get Set for Office Administration Assessment (Word) • Get Set for Office Administration Learner Plan Template (Word)
Session 1	<ul style="list-style-type: none"> • Get Set for Office Administration Session 1 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)
Session 2	<ul style="list-style-type: none"> • Get Set for Office Administration Session 2 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)
Session 3	<ul style="list-style-type: none"> • Get Set for Office Administration Session 3 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)
Session 4	<ul style="list-style-type: none"> • Get Set for Office Administration Session 4 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)
Session 5	<ul style="list-style-type: none"> • Get Set for Office Administration Session 5 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF) • Stress reducer ring template – Session 5 (Word) • Monthly planner calendar - Session 5 (PDF)
Session 6	<ul style="list-style-type: none"> • Get Set for Office Administration Session 6 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)
Session 7	<ul style="list-style-type: none"> • Get Set for Office Administration Session 7 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)
Session 8	<ul style="list-style-type: none"> • Get Set for Office Administration Session 8 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)
Session 9	<ul style="list-style-type: none"> • Get Set for Office Administration Session 9 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)
Session 10	<ul style="list-style-type: none"> • Get Set for Office Administration Session 10 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)
Session 11	<ul style="list-style-type: none"> • Get Set for Office Administration Session 11 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)
Session 12	<ul style="list-style-type: none"> • Get Set for Office Administration Session 12 (PowerPoint) • Get Set for Office Administration Workbook (Word/PDF)