

Office Administration Certificate Frequently Asked Questions

1. When can I apply for the Office Administration program?

- Applications to the Office Administration program are reviewed for admittance to fall, winter, and spring terms.
- Applications open in October for the fall of the next academic year (2024-2025).
- Applications for the current year (2023-2024 winter and spring terms) open 2 weeks after the fall term has started.

Note: The selection of courses available for enrollment for winter and spring are limited to those that do not have prerequisite enrollments.

2. Is there an application fee?

- Yes, there is a \$50 application fee for each application submitted.

3. How is my application processed?

- Northern Lakes College student accounts are initially checked for any outstanding amounts on file. If an outstanding account exists, application processing is paused until the account is cleared.
- Applications are then reviewed for proof of academic requirements necessary for program admittance.
 - If transcripts or documents are on file with proof of the program academic requirement, applicants are offered a seat in the program
 - OR
 - If transcripts or documents demonstrating proof of the English and Math academic requirements are **not** on file, or the transcripts or documents provided do **not** meet the academic entrance requirements of the program, an opportunity to write an Accuplacer assessment to meet academic requirements is extended.

Note: Applicants who successfully meet the academic requirements through the Accuplacer assessment are offered a seat in the program.

Important!! Please ensure that you add Northern Lakes College to your safe senders list so you do not miss out on important emails.

4. What is required for acceptance into the Office Administration program?

- Applicants must meet the academic requirements of English 30-1 with credit or 50%; OR English 30-2 with 60% or equivalent and Credit (or 50%) in Math 10C or Math 10-3.

Note: Mature students may have the option to write an Accuplacer assessment for English and Math in lieu of providing transcripts demonstrating the required grades.

Note: Applicants **educated outside of Canada** must provide a **detailed IQAS** assessment of their out of country transcripts that demonstrate the English and Math entrance requirements or must write an Accuplacer assessment for English and Math.

Note: The IQAS assessment must be the assessment meant for **educational purposes**.
For more information about IQAS please visit: <https://www.alberta.ca/iqas-employment-education-licensure>.

5. How do I know if I am a Part Time or Full Time Student?

- **Full Time** or **Part Time** enrollment is determined by the number of **credits** that students are enrolled in for a particular term. **This is important to note when funding requires full time enrollment.**

To be considered **full time**, Office Administration students must be enrolled in **at least 11** credits in the **Fall** term, 9 credits in the **Winter** term and 3 credits for **Spring** term. Students enrolled in fewer credits would be considered **part time**.

Note: Please confirm with your funder if you must be enrolled in **full time** enrollments.

6. How do I accept the offered seat in the Office Administration Program?

- Students are emailed a survey which must be completed and submitted to be formally accepted into the Office Administration program.

7. Are there any fees required at the time a seat in the Office Administration program is offered?

- Once the survey has been completed and submitted, to accept the offered seat in the Office Administration program, a **\$100.00 Commitment Deposit** is required within four weeks (28 days) from the issuance of the Office Administration program Acceptance letter.

Note: **International Students** must pay a **Commitment Deposit** of **\$300.00**.

- When paying **first term** fees, students should deduct this amount from the total cost of the term.

NOTE: This payment is nonrefundable and nontransferable. Failure to pay the commitment deposit prior to the due date will result in forfeiture of the program seat and the application will be closed. (The date your payment is due is on your initial offer letter.)

8. Will courses taken from other institutions be recognized for transfer credit at Northern Lakes College?

- To have courses achieved through other educational institutions recognized for transfer credit, **Official** Transcripts must be sent to Northern Lakes College, along with a Recognition of Prior Learning application form. Course outlines **MAY** also be required. This must be discussed with the Program Administrator.

NOTE: ***Official** Transcripts must be sent directly from the issuing institution to Northern Lakes College. ** Please visit Transfer Alberta to verify potential transferability and length of time courses are valid for transfer. (<https://transferalberta.alberta.ca>)

9. Will my previous work experience be recognized?

- Upon acceptance into the program, you can discuss Recognition of Previous Employment (PLAR) with the Program Administrator.

10. Do I have to attend online classes at the time they are offered?

- Although strongly recommended, live online attendance is not required. Recorded lectures are available. Assignment deadlines are expected to be met as stated in the course outline.

11. Is a Practicum Placement required in the Office Administration Program?

- Yes, a four-week work experience practicum with a minimum requirement of 130 hours is required.
- Practicum courses are available for enrollment, each term.
- All Office Administration courses must be completed prior to attending the practicum.
- Practicums are a full-time commitment, and onsite, face-to-face attendance is required.

NOTE: Students are responsible for finding their practicum placement.

13. What if I work full time and want to go to school part time?

- If you wish to take the program on a **part time** basis, speak to the Program Administrator to discuss a completion plan.

Note: Students have up to three years to complete the program on a **part-time** basis.

14. Do I buy my own textbooks?

- Yes, textbooks can be purchased from online sources such as Amazon or directly from the publishers and are NOT payable to Northern Lakes College.

15. How do I find out what textbooks I need?

- You can find the list of Office Administration textbooks on the NLC website, once the textbook list is available, under 'Program Resources'.

Visit the Northern Lakes College website home page, then hover your mouse over '**Program and Courses**', select **Business and Administrative Studies/Business Certificates**. Choose **Office Administration** program and select the link to '**Program Requirements, Fees and Additional Information**'. Scroll down to '**Program Resources**' to find the textbook lists. (If Available)

Note: General Program Fee Estimates are also available at this location.



- Typically, the Fall textbook list will become available **late summer**. Winter textbook titles will be posted **later in the fall**, and Spring textbooks will be available **mid-winter**. The Program Administrator email students a copy of the booklist when they become available for release.

16. How do I know how much I owe for tuition/fees?

- Fees are charged on a per credit basis each term. A general program fee estimate will be emailed to each student.
- Once you enroll in your courses, a specific fee amount can be provided, and confirmation will also be emailed to the email address you provided on your application.
- **NEW** - Accepted students may view their fees at any time on the Student Portal (My Financials).

17. How do I pay my tuition/fees?

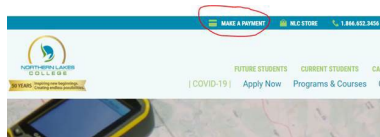
Northern Lakes College offers students the following methods of payment for program fees.

- **Sponsorship**
 - Students financially supported by a sponsor must provide Northern Lakes College with letters from the funder indicating sponsorship terms (what is covered and invoicing information) and duration of sponsorship. These letters must be forwarded to the Office of the Registrar and can be forwarded to admissions@northernlakescollege.ca or records@northernlakescollege.ca.
 - **NOTE:** If sponsorship does not cover the entire cost of the term, **students are responsible** for making the remaining payment.
- **Student Loan**
 - Applications for Student Loans for each academic year open in July **annually**, students are encouraged to **apply early** to ensure enough processing time is available.
- **Self-Payment**
 - Students can pay through three online options.

To pay via **online banking** through your banking institution, add a payee and select "Northern Lakes College". Your account number is your student id number*.

*Your student id number can be found on your Northern Lakes College correspondence.

To pay via **credit card**, please visit our website at www.northernlakescollege.ca. Click on "Make a Payment" at the top of the page



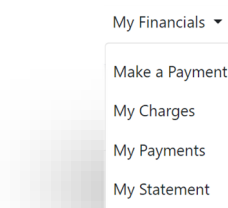
When asked for an invoice number, please leave that field blank.

Student Info	Payment Info
Student Number *	What is this payment for? *
Student Name *	- Select One... -
Invoice Number(s) *	- Select One... -
	Rent
	Damage Deposit
	Fees

When asked for additional information, please indicate what program and fees are you paying, i.e. commitment fee, tuition and so on.

- **Student Portal – NEW**

- **My Financials** – Links in the drop-down box include: Make a Payment, My Charges (only shows what is charged – waitlisted enrollments will not show in this section), My Payments, My Statement. (For more information on the Student Portal -#18)



- **Fee Payment Agreement**

- Students that face economic barriers but do not qualify for other sources of funding can request to make payments for their term through a Fee Payment Agreement. To request a fee payment agreement, students should contact the Office of the Registrar by emailing registrar@northernlakescollege.ca.

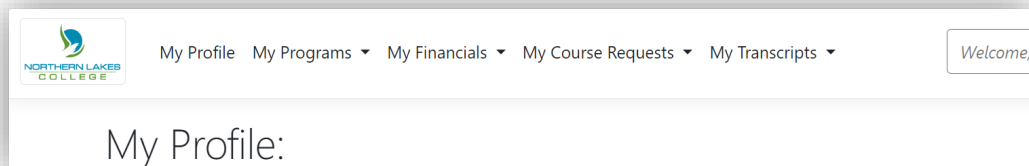
- Fee Payment Agreements are offered on a **term by term** basis and consist of a 20% deposit of the term amount owing, as a down payment, due upon signing of the agreement. The remaining amount is divided into payments and must be paid in full prior to the 75% completion date of the current term.

Note: This option is not available to International Students.

IMPORTANT!! – Students who default on their Fee Payment Agreements will **not** be permitted to enter into any further agreements.

18. How can I access my personal and school related information?

- NEW – **One week after acceptance** into the program, applicants can access their information through the Northern Lakes College **Student Portal**.
- **To Access the Student Portal, click on My NLC- My NLC Student Login – Scroll Down to My Information Section.** To log in, enter your student id number @ northernlakescollege.ca. (Your student id number is found in the top right hand of your acceptance letter and is included in most correspondence from Northern Lakes College.)



- Within this portal you can update your personal information, as well as school related information.
 - **My Profile** - Here students can update addresses and other personal information.
 - **My Program** – links to My Schedule, however is **not available to post-secondary students at this time**.
 - **My Financials** – Links include how to make a payment, **My Charges** (only shows what is charged – waitlisted enrollments will not show in this section), **My Statement of Account**
 - **My Course Requests** – Within this tab students can request an additional course (s) to their program or withdraw from their program course(s). **A signed form will be required to officially withdraw from courses after the term has started.**
 - **My Transcripts** – Link to order an official transcript.

19. What happens if I withdraw from courses in the Office Administration program.

- Students that withdraw from their courses after the 65% deadline, will be assigned a mark on their transcript.

Note: For information regarding tuition refunds please view our refund policy on the Northern Lakes College website: <https://www.northernlakescollege.ca/apply-now/fees-and-refunds>

20. What happens if I have withdrawn from the Office Administration program and wish to return to the program?

- Students that withdraw from their courses and wish to return to the program to complete required courses, within in one term, may complete a Continuing Student Application. Students returning with a multi-term gap require a new online application and payment of the application fee.

Note: The Commitment Deposit must also be paid to accept the seat in the program and is required prior to enrollment entry.