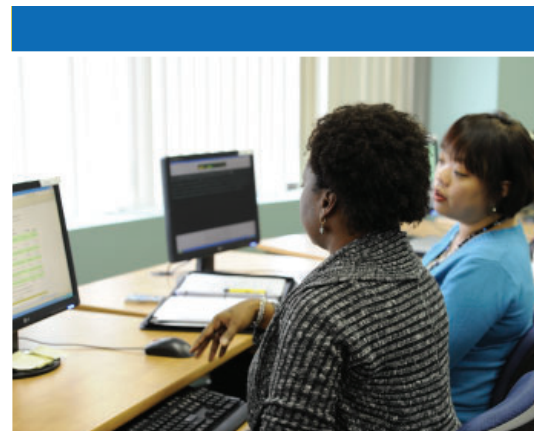




**YWCA TORONTO**  
**Education and  
Training Institute**

*Build your success here*



## A VOCATIONAL PROGRAM FOR WOMEN

# ADMINISTRATIVE CLERK CERTIFICATE PROGRAM

The YWCA Administrative Clerk Certificate program is a 14-week, instructor-led course offered in a hybrid format (online and in-person) for students who are interested in starting a career in various administrative jobs. The program focuses on developing the necessary skills needed for working in a business environment.

### By the end of this program you will:

- Learn essential computer skills
- Learn and apply skills in Microsoft Word and Excel
- Improve your business math skills
- Learn current reception skills
- Build and improve interpersonal and communication skills
- Be provided with ongoing and post program support, individual mentoring, coaching support and/or placement opportunities

## ADMISSION REQUIREMENTS

- Ontario Secondary School Diploma (OSSD) or equivalent
- Mature students (18 years or older) who do not have OSSD or equivalent must successfully complete a ministry approved qualifying test

All candidates must also pass the following assessments:

- Computer literacy (MS Word and MS Excel)
- Numeracy assessment
- Typing speed (20 words wpm)
- Reading comprehension test
- Essay writing

## REGISTRATION INFORMATION

Call us at **416.269.0091 x231** or email  
**ywcatrainingcentre@ywcatoronto.org** to set up  
an appointment with an Admission Counsellor.

The program is approved under the Private Career Colleges Act, 2005.

### PROGRAM COURSES

- Essential Business Skills
- Keyboarding Skills 1
- Customer Service and Reception Skills
- Business Math 1
- Essential Computer Skills
- MS Word Core Training
- MS Excel Core Training

### TUITION & FEES

**Course Fee:** \$2,750 | **Books:** \$250

### SPONSORED TRAINING OPPORTUNITY

Sponsored training is available for eligible women and gender diverse individuals through YWCA Toronto's Moving On To Success Program. This initiative is funded by the Office of Women's Social and Economic Opportunity under the Ontario Ministry of Children, Community and Social Services (MCCSS). For eligibility details and how to apply, please contact us.

### LOCATION

3090 Kingston Road, Suite 300 B  
Scarborough, ON



**YWCA**  
TORONTO

NATIONAL ADVOCACY  
COMMUNITY ACTION.



**United Way**  
Greater Toronto  
FUNDED AGENCY

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**ywcatoronto.org/eti**