

Certificate in Administration - 4095

RESPONSABLE :

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SCO3115E Certification, Internal Control and Risk Management (3 cr.)
(SCO2118E)
ADM1191E Teamwork, Problem Resolution and Self-Management (3 cr.)
ou EDU2530E Workshop on Cognitive Efficiency (3 cr.)

SCOLARITÉ :

30 crédits, Premier cycle

* : Disponible à distance

OBJECTIFS :

This certificate is intended for a diverse clientele. It seeks to train students to become management practitioners, providing fundamental management education through a comprehensive approach to organization. It addresses management in a systematic manner, from a scientific perspective that fosters informed decisionmaking.

At the end of the program, every student must have the capacity to: analyze all corporate functions and understand their inter-relationship; to understand the basics of management; to use a rational decision-making model; to apply principles of financial and accounting analysis to general administration; and to understand the impact of financial and economic mechanisms on one's decision-making sphere.

For the purposes of awarding a bachelor's degree by accumulating certificates, the sector of reference of this program is: BUSINESS ADMINISTRATION.

CONDITIONS D'ADMISSION :

Base collégiale

Applicants must hold a diploma of college studies (DSC) or the equivalent.

Base études universitaires

Applicants must hold a university diploma.

Base expérience

Applicants must be at least 21 years of age and demonstrate sufficient preparation, skills and knowledge to undertake undergraduate studies. Their knowledge can be assessed through testing and (or) interviews, as required. Also, applicants must have relevant experience, after acquiring administrative experience while occupying a position within a private, public or non-profit organization. A letter from their employer must certify their experience. Training or education exceeding the minimum requirements may replace experience. Applicants must submit a motivation letter.

OR

Applicants must be at least 21 years of age and have successfully completed at least three university courses. Applicants must submit a motivation letter.

PLAN DE FORMATION :

Mandatory Courses

ADM1107E Management of Organizations (3 cr.)
FIN1113E Financial Administration (3 cr.) (SCO1908E)
GPE1128E Human Resources Management (3 cr.)
JUR1118E Legal Aspects of Native Economic Development (3 cr.)
MKT1114E Administrative Marketing (3 cr.)
ou MKT1124E Services Marketing (3 cr.)
ou ADM1007E Management of Public Organizations and Services (3 cr.)
SCO1908E Accounting (3 cr.)
12 optional credits

Optional Courses

ADM1014E E-Business (3 cr.)
ADM1104E Communication and Interpersonal Skills in Management (3 cr.)
ADM1122E Native Economic Environment and Local Development (3 cr.)
ADM1205E Individuals and Teams in a Working Context (3 cr.)
ADM3212E Project Management Fundamentals and Applications (3 cr.)
ADM5105E Economic Environment of Business (3 cr.)
ADM5116E Management and Natural Resources (3 cr.)
GPE1129E Management of Health and Safety in the Workplace (3 cr.)
GPE2004E Personnel Management: Planning, Hiring, Assessing (3 cr.)
(GPE1128E)
GPE2007E Organization and Reorganization of Work (3 cr.) (GPE1128E)
SCO1909E Cost Accounting (3 cr.) (SCO1908E)
SCO2105E Computerized Accounting (3 cr.) (SCO1908E)
SCO2118E Intermediate Accounting I (3 cr.) (SCO1908E)

ADM1007E

Management of Public Organizations and Services

Objectifs : In this course, students will learn the main differences between the management of private organizations, based on effectiveness and competitiveness, and the management of public organizations based on efficiency and quality of services. The objectives of this course are the following : increase the students' knowledge of the main principles and concepts in this field today; provide ways and techniques that help management skills in these kinds of organizations.

Contenu : Reflections and discussions on the nature and importance of public policy services, their characteristics and their internal and external environment. More particularly : the history and evolution of governmental agencies and programs; the making and managing of public policies; the structures of public organizations and the decision making processes; the Management practices and how to deal with the four traditional functions of the management (planning, organizing, directing and controlling); the management of Human Resources (Managers' roles to help people cope with change, the ways to motivate and develop leadership in these environments).

ADM1014E

E-Business

Objectifs : Understand the main issues related to e-business. Be able to : transpose conventional management concepts; be aware of the possibilities and limits of different e-commerce tools; identify the elements that compose e-commerce strategies; evaluate different types of policy and strategy appropriate to e-commerce.

Contenu : Introduction to e-commerce: nature and implication of electronic commerce; main developments in e-commerce; internet technology; notions of time and space in the context of electronic commerce; E-commerce typology, tools, functionalities; success trends and factors. Characteristics of digital products and services. E-commerce and business strategies; traditional organization vs. virtual organization; strategic management of information and knowledge; integration of the internet to business processes; Measuring efficiency of e-commerce; profitability of e-commerce operations; tools and measures of performance; Distribution networks; effects of technology on distribution networks and organization of logistics. The development of and issues regarding the digital economy.

ADM1104E

Communication and Interpersonal Skills in Management

Objectifs : Enabling students to develop basic, essential management knowledge and abilities that will help them pursue the management studies program: time management, problem-solving, teamwork, conduct of meetings, spoken

and written communication. Observing acquired concepts by establishing a first contact with a regional organization.

Contenu : University standards and tools. Time management. Consulting management data banks and background information. Problem enunciating and solving. Preparing and drafting administrative reports. Preparing and making oral presentations with visuals before an audience. Workshop formation; personal communication styles at work. Team work participation and communication. Conduct of meetings (preparation, conduct, observation, evaluation). Appraisal of team workers.

ADM1107E

Management of Organizations

Objectifs : Enable students to develop their capacity to integrate the various management principles, basic concepts, tools and techniques throughout the overall management process.

Contenu : Leading thinkers and their contribution to management. Management process: planning, organizing, managing, controlling. Manager's interpersonal, informative and decisional roles.

ADM1122E

Native Economic Environment and Local Development

Objectifs : Acquire general knowledge in micro and macroeconomics and understand the role and the importance of economic systems and structures. Become familiar with economic policy instruments: fiscal policy, monetary policy. Acquire knowledge in natural resources and environmental economics. Develop the ability to use necessary economic development tools, chiefly in Aboriginal communities. Become aware of the social, political and cultural impacts of economic choices, particularly in Aboriginal communities.

Contenu : The goal of economic science. Economic agents. Market structure, supply and demand, scarcity, economic needs and rational choices. Macroeconomic equilibrium. Public finance and economic policy. Sectors of economic activity: primary, secondary, tertiary. Economic development. Environ-ment and natural resources. Mobilization of surpluses. Growth measuring instruments. Capital economy and distribution of wealth. Aboriginal economic development: comparison with other countries, examples of economic success in different Aboriginal communities in Quebec and elsewhere in Canada.

ADM1191E

Teamwork, Problem Resolution and Self-Management

Objectifs : Students will become familiar with the development of their personal and collective effectiveness. Students will learn basic knowledges and develop the skills and attitudes necessary for working effectively as a team, resolving problems and making necessary decisions in an organizational setting.

Contenu : Introduction to the basic knowledges and concepts related to teamwork and problem resolution in organizational settings, and supervised role-play experiences. Themes discussed in this class can be grouped under three headings: 1) self-knowledge, such as brain function related to information processing (management of attention, concentration and memory) stress management, time management. 2) Teamwork: the steps in the evolution of a group; factors facilitating a group's effectiveness; obstacles to the effectiveness of a group; conduct of meetings and team member roles; making decisions in a group; conflict resolution in group work. 3) Problem resolution and decision-making: the steps of the problem resolution process; creative techniques and tools for consensus-building, for analysis and schematization, for planning and following up on action; the influence of heuristics on judgment; types of decision and the selection of team members.

ADM1205E

Individuals and Teams in a Working Context

Objectifs : Knowing and understanding the relationship between individuals, groups and organizations that constitutes the behavioral dynamics of individuals and groups in a working context. Becoming aware of the human dimension within the framework of today's work environments. Becoming familiar with analysis tools that foster understanding of human behaviors at work. Being capable to transpose theoretical notions to real or virtual situations affecting room to intervene and professional practice related constraints.

Contenu : Introduction to the conceptual elements of human behavior sciences applied to a working context. From self-management to resources management. Appropriation: personality, values, attitudes, self-management, motivation. Relationship: team building, communication, leadership, power. Decision and action: problem-solving, conflict management, management of organizational changes.

ADM3212E

Project Management Fundamentals and Applications

Objectifs : Learning about project management and acquiring the main knowledges for exercise of project responsibility.

Contenu : General management processes and project management particulars: conceptual management fundamentals, organizational and strategic project management context. Project management and team: roles and responsibilities. Project life cycle. Project planning and monitoring. Project follow-up and evaluation.

ADM5105E

Economic Environment of Business

Objectifs : Introduction to the economic environment in which individuals and

organizations make their decisions. Move from theory to practice using an analytical framework for the comprehension and study of business decisions. Understand how different macro-economic variables may affect sales, costs and profits.

Contenu : Economic systems; market operation and different competitive models; the economic role of the state; indicators of economic activity; budgetary and commercial balances; economic cycles; monetary and fiscal policies; interest and exchange rates and their impacts; globalization of production and exchange.

ADM5116E

Management and Natural Resources

Objectifs : Become aware of administrative differences and characteristics of businesses operating in the primary materials sector. To become familiar with the macroenvironment of the natural resources sector and trends of demand.

Contenu : Multidisciplinary view on renewable and non-renewable natural resources. Optimal management criteria; national and international regulations; ecological environment; cost-benefit and multicriteria analysis. Mining, forestry and agri-food industries around the world and in the region, their technologies, financing accounting and fiscal characteristics, commercialization, their economic repercussions. Fixing of prices; competition; connected industry, providers, transport and transformation.

EDU2530E

Workshop on Cognitive Efficiency

Objectifs : Bringing students to actualize their intellectual potential and enhance their cognitive efficiency; to know more about cognitive and affective processes at play in new and complex knowledge acquisition and personal and professional problem-solving; to learn how to control and adjust those processes (learning strategy, problem solving strategies, cognitive, affective and meta-cognitive strategies); and to discover and experiment efficient ways of studying and intellectual work methods.

Contenu : Human brain and intellectual functioning: cognitive, meta-cognitive, affective and motivational processes, their impact on learning and problem-solving (needs, motivation, perception, memory, data processing, decision-making, application). Intelligence and efficiency: intelligence education and intellectual potential actualization. Designation, self-image, feeling of competence, and motivation to overcome challenges. Impulsiveness control, and emotional and intellectual block management. Organization, planning, time management, resources management. Attention, concentration and memory functioning, and memorization strategies. Data perception and observation and data organization strategies. Problem-solving processes and strategies applied to university learning.

FIN1113E

Financial Administration

Objectifs : Enabling students to acquire financial analysis techniques and familiarize themselves with various evaluation notions (titles, companies, projects). Initiation to financial markets. Bring the students to familiarize themselves with economic and financial news.

Contenu : Cost-benefit-volume analysis. Financial situation assessment. Budgeted statements. Cash budget. Cash-flow. Financial mathematics. Evaluation of titles and companies. Initiation to investments in certainty conditions. Summary description of financial markets.

GPE1128E

Human Resources Management

Objectifs : Acquiring a global vision of human resources. Locating the human resources management function in relation to the organization's economic, social, cultural context. Further the integration to the office system of the main notions and techniques relating to human resources planning, organization, governance and control management activities and responsibilities. Being able to use human resources analysis and diagnosis tools, developing a strategic and integrated approach. Making the students aware of the various human resources management characteristics in small and medium business concerns.

Contenu : Evolution of the human resources management function. Human resources service, management planning, policies, planning, hiring, personnel selection and assignment, appraisal, remuneration, work relations, work organization, strategic planning.

GPE1129E

Management of Health and Safety in the Workplace

Objectifs : Make the student aware of the body of legislation regarding health and safety in the workplace, and its evolution. Develop the student's critical awareness with regard to risk factors, as well as with regard to the socioeconomic problems of injuries and accidents in the workplace. Familiarize the student with the management of health and safety in the workplace (programs, structure and organization).

Contenu : History of the laws regarding health and safety in the workplace. Government and legislation. Hygiene in the working environment. Injury prevention programs. Economic aspects of health and safety in the workplace. The provincial Commission de la santé et de la sécurité du travail (CSST) and its operation (structure and organization)

GPE2004E

Personnel Management: Planning, Hiring, Assessing

Objectifs : Acquiring a better understanding of the strategic dimensions of corporate human resources management. Getting familiar

with contemporary human resources management policies and practices. Converting main personnel planning, hiring and assessing tools to one's use.

Contenu : Human resources planning and career planning: procedures and tools. Legislation on labor recruitment, selection, and movement management. Recruitment: internal and external sources, job offering, corporate policies. Selection: preliminary stages, selection tests, interviews, other methods. Hiring decision and contract. Welcome and integration of new employees. Access to equality programs. Labor movement management. Personnel assessment and assessment tools.

GPE2007E

Organization and Reorganization of Work

Objectifs : Acquire knowledge about the organization of work, and its scope, existing models, and new types of workplace organization in modernizing businesses. Become aware of reorganization strategies used by the various different organizational players (management, workers, and their representatives) as well as the causes of success and failure in workplace reorganization efforts.

Contenu : Historical overview: From Taylorism to post-Fordism. Definitions of the concept and scope of required work (division and control of labour) and actual work (involvement in work). Various models and types of work organization. Basic parameters: compartmentalization of work, flexibility, qualification, control and coordination mechanisms, team work, participatory and decision-making models. Conditions for existence or implementation of organizational models. National characteristics: USA, France, Japan, Germany, Scandinavia.

JUR1118E

Legal Aspects of Native Economic Development

Objectifs : Acquiring general knowledge of the Canadian and Quebec legal systems, including the Indian Act. Getting familiar with the main business-concepts of law.

Contenu : Source of law. The Constitution Act, 1867 and 1982. The federal regime. Individuals. The administration of justice (tribunal, actors of the legal system). The Indian Act. Aboriginal rights and treaties. Examples of agreements, their impacts. Legal entity types. Obligations and contracts. Company and service related contracts. Legal aspects of financing. Bankruptcy. Impact of matrimonial and estate provisions on companies.

MKT1114E

Administrative Marketing

Objectifs : Know and understand marketing fundamentals and theories; allow the student to grasp the role of marketing in relation to the organizational environment and more specifically to small- and medium-sized

businesses; Be capable of analyzing problematic situations in marketing.

Contenu : Marketing concepts; market segmentation; consumer behaviour; marketing information systems; product strategies; price-fixing policies; distribution networks; communications marketing; marketing services; strategic market planning and processes.

MKT1124E

Services Marketing

Objectifs : Enabling the students to learn about fundamental concepts necessary to understand marketing, its principles and operations in the services sector. Bringing them to understand the role of marketing in the achievement of corporate objectives, and to catch and incorporate the spirit of marketing into their administrative practice.

Contenu : Definitions. Marketing philosophy or technique. Concept of exchange, concept of services marketing, variables of marketing mix in the services sector. Market analysis. Consumer behaviour. Segmentation – concept of differentiation. Services: types, life cycle, development, particulars and characteristics. Services management. Sales enhancement management. Marketing communication. Distribution channels. Pricing. Marketing planning.

SCO1908E

Accounting

Objectifs : Knowing about fundamental accounting postulates, principles and processes. Being able to prepare financial statements for private undertakings. Being aware of the accounting system role within the management process of a business organization.

Contenu : Accountancy. Definition of accounting. Accounting equation. Classification of items, statements, results and balance sheets. Various types of legal businesses. Accounting of service, commercial and industrial business operations. Accounts adjustment. Work sheets. Bank reconciliation. Payroll accounting. Subsidiary journals.

SCO1909E

Cost Accounting

Objectifs : Understanding how manufacturing business accounting works. Getting the students to make the difference between various types of costs; being able to make a performance analysis of a business and to control it. Using the costing structure and control in order to make decision. Choosing products, fixing sale prices, acceptability of requisitions. Knowing about new trends in management accounting (activity accounting, cost, target, J.A.T.). Preparing budgets for decentralized companies. Understanding the performance measure per responsibility centre: investment centre, profit centre, cost centre, control centre and pricing centre.

Contenu : Manufacturing business accounting. Charging; indirect manufacturing cost control. Forecasts: standard costs. Indirect manufacturing cost analysis. Calculation of product costs and performance measure. Typology of costs. Dynamic cost management, decision making. Accounting of decentralized business concerns. Budgets for multi-product business concerns. New trends in cost management and business control.

SCO2105E

Computerized Accounting

Objectifs : Pursue the study of the accounting cycle and initiating students to an accounting software package. Establishing connections between manual accounting and computerized accounting. Understanding and using an electronic spreadsheet software on microcomputers. Being capable to develop accounting and financial applications relating to main corporate functions with computer tools. Being capable to pass judgment on the advantages of accounting system computerization.

Contenu : Accounting software. Manual accounting cycle vs. computerized accounting cycle. Transfer from manual accounting to accounting software program. Base file creation and historical balance entry. Processing of daily transactions: inventory management, accounts payable, accounts receivable, invoicing, salaries cash and bank. End of year end of fiscal year. Accounting reports and financial statements. Main electronic spreadsheet commands. Electronic spreadsheet applications: amortization schedules, debt tables, special journals, budgets, forecasted financial statements and other management reports. Introduction to electronic spreadsheet graphics and database.

SCO2118E

Intermediate Accounting I

Objectifs : Deepen the knowledge of accounting postulates, principles and procedures. Develop professional judgment and become aware of the ethical dimensions surrounding accounting choices. Linking the conceptual foundations of financial accounting and subjects studied, both in the perspective of preparation of financial statements as of the management of entities or other uses. Identify, analyze and solve specific accounting problems related to recognition, measurement and presentation of certain items in the financial statements both in a manual or computerized environment. Become aware of specific standards regarding revenue recognition, measurement of uncertainty differential reporting, and financial instruments related to the items studied. Prepare, present and use cash flow statements for analytical purposes. Integrate acquired knowledge by adapting it to real situations of analyses of management discussion and analysis, financial statements and other elements related to the annual reports of listed

companies. Use certain financial ratios as part of financial statement analysis.

Contenu : Accounting principles which guide the recording and presentation of financial data in financial statements, including notes. Computer-based accounting. Basic recognition, measurement and presentation standards for the following items: cash on hand (presentation), short-term and long-term investments, accounts receivables, inventories, fixed assets (capitalization of acquisition costs, disposal, amortization depreciation), introduction to intangible assets and to natural resources, current and long-term liabilities, shareholders equity held in companies. Revenue recognition. Introduction to financial instruments. Provisions, contingent liabilities and contingent assets. Subsequent events. Differential reporting. Measurement uncertainty. Cash basis of accounting and conversion to accrual accounting. Cash flow statements. Analysis of annual reports (including actual management discussion and analysis and corporate financial statements) and use of certain financial ratios related to the items studied.

SCO3115E

Certification, Internal Control and Risk Management

Objectifs : Understand the objectives of certification. Become familiar with the concepts, standards and knowledge about the auditing process. Understand and evaluate entity's governance model particularly in relation to the internal audit committee. Become familiar with concepts related to the environment and with manual or computerized-control systems used for evaluating risk management within a business, and its incidence on the audit of financial statements, from both manager's and external auditor's point of view. Become initiated to sampling methods linked to tests of control. Develop professional judgment. Understand the different aspects connected to ethics and professional responsibility required for evolution in a legal and professional framework. Develop competencies in oral and written communication.

Contenu : Social role of certification and auditor's objectives. Definition, basic postulates and concepts of the audit. Legal framework, professional standards and conduct. Governance model for an entity (including the internal audit committee). Definition of internal control, types of controls, major errors and frauds, elements of an internal control system, responsibilities with respect to deficiencies of internal control. Sales, purchases, salaries and perpetual inventory systems. Tests of control and sampling for tests of control, risks associated with sampling and risks external to sampling. Implementation and evaluation of controls connected to the use of a computerized system.