



Willis College of Business, Health and Technology

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Progressive Training Centre forms union with Willis College of Business, Health and Technology

Progressive Training Centre Inc. is proud to announce our union with the prestigious Willis College of Business, Health and Technology. This College brings over a century of integrity, diversity and trust to the Private Career College Community.

Willis College of Business, Health and Technology was founded in 1896, placing it firmly in the ivy league of Canadian private career training colleges. The College is registered as a private career college under the Private Career Colleges Act, 2005.

At Willis College of Business Health and Technology, we are committed to providing top quality service to all of our partners in the Labour Market Re-entry process.

Introducing our new Customer Service: Express Lane Program

Recently, we have added an exciting new 8 week (200 hour) certificate program called Customer Service: Express Lane.

This program will provide your clients with the basic skills that they will require for working in a customer service position. The program begins at 4 hours per day in the first four weeks and graduates to 6 hours per day for the last 4 weeks. For more information, please refer to page 4 of this catalogue.

We now have Private Career College locations

Diplomas can now be issued at Toronto-Rimrock, Toronto-East, Barrie, Belleville, London, Sault Ste. Marie and Thunder Bay.

At all of our other locations, most of the same great programs are available as certificate programs.

We are committed to excellent service delivery!



At Willis College of Business, Health and Technology, we are committed to excellent service delivery that meets the needs of our diverse student base. Our years of experience in working with injured and disabled adults sets us apart from other learning institutions. We continue to have a stimulating adult learning environment that focuses on contextualized teaching and learning. All of our programs are led by experienced instructors who have industry experience and/or a B. Ed.

We are fully committed to assisting your client in achieving their goals. Please contact us and ask to speak with one of our Regional Managers or Supervisors who will gladly provide you with personal assistance.

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* DIPLOMA PREPARATION PROGRAM *

Admission Requirements	Course Duration and Start Dates
<ul style="list-style-type: none"> • Completion of the Diploma Preparation Program Assessment and Interview 	<ul style="list-style-type: none"> • Variable length – customized to the needs of the client • Continuous weekly intake • Available at 4 and 6 hours per day
<h3>Program Description</h3>	
<p>The Diploma Preparation Program at Willis College of Business, Health and Technology considers the unique needs of individual students. Following an academic assessment and interview with our qualified assessment specialists, a detailed and personalized education plan will be developed to provide your client with the essential skills that they will require to successfully complete their upcoming diploma program at Willis College.</p> <p>Willis College strives to create a plan that will allow your client to be ready for their diploma program as quickly as possible.</p>	
What to Expect	Special Features
<ul style="list-style-type: none"> • A detailed assessment and interview that will allow Willis College to accurately forecast timelines and develop a personalized program • Individual resource selection and custom program design • Monthly reports of progress • Ongoing support available while enrolled in a Willis College Diploma program 	<ul style="list-style-type: none"> • Continuous weekly intake • Homework assignments • Final report provided within 2 days of program completion
<p> Please contact Willis College at 1-888-711-3271 to arrange for a free assessment and personalized education plan. </p>	



Diploma and Certificate Programs

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Please note that the diploma programs being offered may vary by Private Career College location. For an updated listing of diploma programs available by location, please visit the Ministry of Training, Colleges and Universities website and search for Willis College in the Private Career Colleges section.

CUSTOMER SERVICE	
Course Duration:	20 weeks at 4 hours per day (400 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Description:	<p>The Customer Service Program will equip students with the necessary interpersonal and technical skills, including cash register training, to achieve success in the customer service industry.</p> <p>Through modules in Customer Service and Call Centre Success, students will gain a thorough understanding of the customers' needs and their concerns. Students will also complete modules in Level 1 Microsoft Office Applications including Windows Vista, Outlook, Word and Excel to obtain the necessary computer skills to be successful in their return to the workforce. Students will complete their in-class training with modules in Health and Safety including WHMIS training, to ensure that they are familiar with common workplace hazards in an effort to prevent further injuries from occurring while on the job, and Career Management, to produce the necessary job search documents to secure a placement.</p> <p>A 4 week placement is included in this 20 week program, and it is available to all students who meet the grade and attendance requirements.</p>
Career Options:	Call Centre Sales Associate, Public Relations, Help Desk, Assistant Sales Person
Related NOC:	1453

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CUSTOMER SERVICE: EXPRESS LANE

Course Duration:	8 weeks (4 weeks at 4 hours per day, 4 weeks at 6 hours per day)
Start Dates:	Continuous Weekly Intake (Monday start date)
Description:	<p>The objective of the 8 week Customer Service: Express Lane program is to provide students with the necessary interpersonal and technical skills to achieve success in entry level customer service positions. As the program progresses, the student will gain a thorough understanding of customers' needs and their concerns.</p> <p>In this program, students will gain foundational computer skills to aid them in their return to the workforce. Students will also study customer service, cash register training, and the basics of inventory control for a retail environment. In addition, students will complete their in-class training with modules in Health and Safety including WHMIS training, to ensure that they are familiar with common workplace hazards in an effort to prevent further injuries from occurring while on the job. Students will also complete a module in workplace readiness which includes essential skills in reading text, document use and numeracy. Finally, in the Career Management module, students will produce the necessary job search documents and practice their interviewing skills.</p>
Career Options:	Salesperson, Cashier, Ticket Taker, Customer Service Representative, Other Elemental Service occupations, and many others
Related NOC:	6421, 6611, 6433, 6434, 6683

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INVENTORY CONTROL

Course Duration:	23 weeks at 4 hours per day (460 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Description:	<p>The Inventory Control Program will equip students with the necessary interpersonal and technical skills to achieve success in an inventory control position through the completion of modules in materials management, inventory control, customer service and manufacturing process and quality.</p> <p>Students will also complete modules in Level 1 Microsoft Office Applications including Windows Vista, Outlook, Word and Excel in addition to Simply Accounting, to obtain the necessary computer skills required to be successful in their return to the workforce. Students will complete their in-class training with modules in Health and Safety including WHMIS training, to ensure that they are familiar with common workplace hazards in an effort to prevent further injuries from occurring while on the job, and Career Management, to produce the necessary job search documents to secure a placement.</p> <p>A 4 week placement is included in this 23 week program, and it is available to all students who meet the grade and attendance requirements.</p>
Career Options:	Inventory Analyst, Inventory Clerk, Inventory Control Clerk, Inventory Planner
Related NOC:	1474

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DISPATCH

Course Duration:	20 weeks at 4 hours per day (400 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Description:	<p>The Dispatch Operator Program is designed to prepare students for entry-level dispatch positions by equipping them with the necessary interpersonal and technical skills for a successful career in dispatching.</p> <p>Through modules in Customer Service and Call Centre Success, students will gain a thorough understanding of the customers' needs and their concerns and be able to respond accordingly based on training provided in Dispatching Techniques. Students will obtain certification through the Canadian Trucking Human Resources Council in Dispatch Interpersonal Skills and Dispatcher Professional Skills upon successful completion of their on-line courses. Students will also complete modules in Level 1 Microsoft Office Applications including Windows Vista, Outlook, Word and Excel to obtain the necessary computer skills to be successful in their return to the workforce. Students will complete their in-class training with modules in Health and Safety including WHMIS training, to ensure that they are familiar with common workplace hazards in an effort to prevent further injuries from occurring while on the job, and Career Management, to produce the necessary job search documents to secure a placement.</p> <p>A 4 week placement is included in this 20 week program, and it is available to all students who meet the grade and attendance requirements.</p>
Career Options:	Alarm System Dispatcher, Mobile Equipment Dispatcher, Taxi Dispatcher
Related NOC:	1475

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SECURITY GUARD

Course Duration:	24 weeks at 4 hours per day (480 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Description:	<p>The Security Guard Program, designed to meet the new legislative requirements of the Private Investigators and Security Act (Bill 159), provides students with the necessary interpersonal and technical skills to achieve success in the security industry.</p> <p>Students will study security and the law, along with basic report writing and patrol procedures. Once their program has started, students will complete an application to the Ministry of Community Safety and Correctional Services for their Security Guard License in addition to completing First Aid Certification through the St. John's Ambulance. Students will complete modules in Level 1 Microsoft Office Applications, including Windows Vista, Outlook, Word and Excel to obtain the necessary computer skills to be successful in their return to the workforce. In-class training will conclude with modules in Health and Safety including WHMIS training, to ensure that students are familiar with common workplace hazards in an effort to prevent further injuries from occurring while on the job, and Career Management, to produce the necessary job search documents to secure a placement.</p> <p>A 4 week placement is included in this 24 week program, and it is available to all students who meet the grade and attendance requirements.</p>
Career Options:	Security Guard, Security Officer, Gate Attendant, General Security
Related NOC:	6651

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AUTOMOTIVE SERVICE ADVISOR

Course Duration:	24 weeks at 4 hours per day (480 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Description:	<p>The Automotive Service Advisor Program provides students with the necessary interpersonal and technical skills to achieve success in the automotive service industry.</p> <p>Students will learn about the terminology used in the automotive industry and how cars work including the engine, drive train, fuel system, cooling system, running gear, brakes and electrical system. Students will learn about general operations, vehicle systems, vehicle identification, cataloguing skills, inventory management, merchandising, product knowledge and shop operations. Through modules in Communication and Customer Service, students will gain a thorough understanding of the customers' needs and their concerns.</p> <p>Students will complete modules in Level 2 Microsoft Office Applications in Word and Excel to obtain the necessary computer skills to be successful in their return to the workforce. In-class training will conclude with modules in Health and Safety including WHMIS training, to ensure that students are familiar with common workplace hazards in an effort to prevent further injuries from occurring while on the job, and Career Management, to produce the necessary job search documents to secure a placement.</p> <p>A 12 week placement is included in this 24 week program, and it is available to all students who meet the grade and attendance requirements. This placement will provide the student with hands-on learning where they can become proficient in industry specific software and apply the acquired knowledge from their program to a real work setting. Previous completion of Microsoft Office Level 1 is required for entry into the program.</p>
Career Options:	Automotive Service Advisor, Parts Clerk, Customer Service Desk
Related NOC:	1453, 1472

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OFFICE ADMINISTRATION CLERK

Course Duration:	26 weeks at 4 hours per day (520 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Description:	<p>The Office Administration Clerk Program will equip students with the customer service and administrative skills that are required for working in today's ever changing office environment. This program provides the core, fundamental skills employers look for in administrative professionals.</p> <p>Through modules in Customer Service and Front-Line Reception, students will gain a thorough understanding of the customers' needs and their concerns to ensure excellence in customer service and customer retention. Students will complete a variety of lessons and exercises to understand the role of an Office Professional including human relations; management of work, time and resources; reference sources; organization structure; office services such as mail, making travel arrangements, and scheduling meetings and conferences; business communication; office commerce and keeping records.</p> <p>Students will complete modules in Level 2 Microsoft Office Applications including Word, Excel, Access and PowerPoint, in addition to Simply Accounting. Students will obtain the necessary computer skills to be able to compose business forms, input and organize company data to track and analyze business operations, utilize and create databases, prepare presentations and slide shows, and be able to create company files, work with accounts payable and receivable, and complete payroll journals and inventory related transactions.</p> <p>Previous completion of Microsoft Office Level 1 is required for entry into the program.</p>
Career Options:	General Office Clerk, Office Administration, Administrative Clerk, Administrative Assistant
Related NOC:	1411, 1414, 1441

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COMPUTERIZED ACCOUNTING / BOOKKEEPING

Course Duration:	32 weeks at 4 hours per day (640 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Description:	<p>The Accounting/Bookkeeping Program focuses on acquiring and applying the knowledge of financial business concepts in an office environment. Through the completion of the module Principles of Accounting, students will acquire a strong understanding of the various documents used in Bookkeeping including balance sheets, income statements, journals, ledgers, cost reports and financial statements.</p> <p>Previous completion of Microsoft Office Level 1 in Word and Excel is required for entry into the program. Students will expand on their computer software knowledge through the completion of modules in Microsoft Excel – Level 2 and Access – Level 1, in addition to QuickBooks and Simply Accounting to acquire the skills required to perform computerized bookkeeping duties.</p> <p>In-class training will conclude with modules in Health and Safety including WHMIS training, to ensure that students are familiar with common workplace hazards in an effort to prevent further injuries from occurring while on the job.</p> <p>Upon course completion, successful graduates will be able to organize and manage financial transactions for a variety of businesses/organizations, as they will have the skills necessary to keep a set of books, both manually and electronically.</p>
Career Options:	Accounting/Billing Clerk, Bookkeeper, Accounts Payable Clerk, Accounts Receivable Clerk, Accounting Assistant
Related NOC:	1231, 1431

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HONOURS BUSINESS ADMINISTRATION

Course Duration:	52 weeks at 4 hours per day (1040 hours)
Start Dates:	Please call for availability and start dates in your area.
Description:	<p>The Honours Business Administration Program provides students with a well-rounded exposure to the professional business environment, which will help them to develop general proficiencies appropriate for a wide range of careers. This program provides the core, fundamental skills employers look for in business administration professionals. Students will complete a variety of lessons and exercises to understand approaches to strategic planning and organizational structure, and how to improve team effectiveness, decision making and performance standards in the workplace.</p> <p>Students will complete modules in Introductory and Advanced Microsoft Office Applications including Word, Excel, PowerPoint and Introductory Microsoft Access to be able to create and modify the various documents used by businesses. Students will learn about advanced accounting concepts and how to use a variety of computerized accounting software programs including QuickBooks, Simply Accounting and ACCPAC to support small business activities. Students will also complete modules in Business Management, Business Law, Human Resources, and Marketing to acquire the essential skills needed to multi-task to meet a variety of challenges and thrive in a business environment.</p> <p>In-class training will conclude with Career Management, to produce the necessary job search documents and provide students with effective interviewing skills to ensure their success in the career search process.</p>
Career Options:	Small Business Management, Business or Account Manager, Bookkeeper
Related NOC:	1211, 1212, 1221, 1222, 1223, 1224, 1225, 1226, 1231

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BUSINESS ADMINISTRATION – Business Management and HR

Course Duration:	34 weeks at 4 hours per day (680 hours)
Start Dates:	Please call for availability and start dates in your area.
Description:	<p>The Business Administration – Business Management and Human Resources Specialist will prepare students in the key aspects of business administration required for Human Resources. This course provides the core, fundamental skills employers look for in business administration professionals. Students will complete a variety of lessons and exercises to understand approaches to strategic planning and organizational structure, and how to improve team effectiveness, decision making and performance standards in the workplace. Students will also be introduced to accounting concepts and procedures including debits and credits and how to analyze and record business transactions.</p> <p>Students will learn how to use the computerized accounting software QuickBooks to support small business activities. Business Law modules will provide the student with an overview of the Canadian Legal system and its effect on business and business organizations. Human Resources modules provide a comprehensive overview of modern day personnel and the diverse components of human resource functions and its role in the current business environment.</p> <p>Students will be introduced to job analysis and design, human resources planning, legal requirements, compensation and benefits, employee rights, safety, and strategic issues and challenges in Human Resources Management. Business Management modules examine the environments that businesses operate in; the organizational structures of businesses; management functions in an enterprise; and the challenges of managing marketing, operations, information technology, finance and human resources. Marketing modules teach students about the principles and applications of marketing in organizations and in the marketplace and include topics such as the global marketing environment, developing marketing opportunities and strategies, product development, pricing strategies, distribution channels, promotion techniques and managing marketing through customer relationships, social responsibility and marketing ethics.</p> <p>In-class training will conclude with Career Management, to produce the necessary job search documents and provide students with effective interviewing skills to ensure their success in the career.</p>
Career Options:	Business or Account Manager, Human Resources Management, Office Administration
Related NOC:	1221, 1222, 1223, 1224, 1225, 1226

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BUSINESS ADMINISTRATION – Human Resources and Applications

Course Duration:	34 weeks at 4 hours per day (680 hours)
Start Dates:	Please call for availability and start dates in your area.
Description:	<p>The Business Administration – Human Resources and Applications Specialist will prepare students in the key aspects of business administration required for Human Resources and advanced computer use. This course provides the core, fundamental skills employers look for in business administrative professionals. Students will complete a variety of lessons and exercises to understand approaches to strategic planning and organizational structure, and how to improve team effectiveness, decision making and performance standards in the workplace.</p> <p>Students will complete modules in Introductory and Advanced Microsoft Office Applications including Word, Excel, PowerPoint and Introductory Microsoft Access to be able to create and modify the various documents used by businesses. Students will also be introduced to accounting concepts and procedures including debits and credits and how to analyze and record business transactions. Students will learn how to use the computerized accounting software QuickBooks to support small business activities.</p> <p>Business Law modules will provide the student with an overview of the Canadian Legal system and its effect on business and business organizations. Human Resources modules provide a comprehensive overview of modern day personnel and the diverse components of human resource functions and its role in the current business environment. Students will be introduced to job analysis and design, human resources planning, legal requirements, compensation and benefits, employee rights, safety, and strategic issues and challenges in Human Resources Management.</p> <p>In-class training will conclude with Career Management, to produce the necessary job search documents and provide students with effective interviewing skills to ensure their success in the career search process.</p>
Career Options:	Administrative Assistant, Human Resources Assistant, Office Administration
Related NOC:	1221, 1222, 1223, 1224, 1225, 1226

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BUSINESS ADMINISTRATION – Accounting and Business Management

Course Duration:	34 weeks at 4 hours per day (680 hours)
Start Dates:	Please call for availability and start dates in your area.
Description:	<p>The Business Administration – Accounting and Business Management Specialist will prepare students in the key aspects of business administration required for advanced bookkeeping and business management. This course provides the core, fundamental skills employers look for in business administration professionals. Students will complete modules in Introductory Microsoft Office Applications including Word, Excel and PowerPoint to be able to create the various documents used by businesses.</p> <p>Students will learn about advanced accounting concepts and how to use a variety of computerized accounting software programs including QuickBooks, Simply Accounting and ACCPAC to support small business activities. Students are introduced to accounting concepts and procedures including debits and credits and how to analyze and record business transactions. They will also learn about the accounting cycle from journalizing and posting to doing trial balances. Students will look at banking procedures and cash control as well as payroll concepts and employee taxes. Students will also be introduced to the more advanced level accounting procedures including Special Journals, Synoptic Journal and preparing a Worksheet, in addition to learning about how Partnerships and Corporations work.</p> <p>Business Management modules examine the environments that businesses operate in; the organizational structures of businesses; management functions in an enterprise; and the challenges of managing marketing, operations, information technology, finance and human resources.</p> <p>Marketing modules are also included in this program to teach students about the principles and applications of marketing in organizations and in the marketplace and include topics such as the global marketing environment, developing marketing opportunities and strategies, product development, pricing strategies, distribution channels, promotion techniques and managing marketing through customer relationships, social responsibility and marketing ethics.</p> <p>In-class training will conclude with Career Management, to produce the necessary job search documents and provide students with effective interviewing skills to ensure their success in the career search process.</p>
Career Options:	Accounting Bookkeeper, Bookkeeper, Bookkeeping Clerk
Related NOC:	1222, 1224, 1225, 1231

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OFFICE ADMINISTRATION – Accounting Specialist

Course Duration:	26 weeks at 4 hours per day (520 hours)
Start Dates:	Please call for availability and start dates in your area.
Description:	<p>The Office Administration – Accounting Specialist will prepare students in the key aspects of business administration required for advanced bookkeeping. This course provides the same core, fundamental skills employers look for in administrative personnel that are included in our Office Administration – Generalist Program, but also includes additional modules in Accounting and training in various accounting software programs including QuickBooks, Simply Accounting and ACCPAC.</p> <p>Students will complete modules in Introductory Microsoft Office Applications including Word, Excel and PowerPoint to be able to create the various documents used by businesses. Students are introduced to accounting concepts and procedures including debits and credits and how to analyze and record business transactions. They will also learn about the accounting cycle from journalizing and posting to doing trial balances. Students will look at banking procedures and cash control as well as payroll concepts and employee taxes. Students will also be introduced to the more advanced level accounting procedures including Special Journals, Synoptic Journal and preparing a Worksheet, in addition to learning about how Partnerships and Corporations work. Students will learn how to use various computerized accounting software to support small business activities.</p> <p>In-class training will conclude with Career Management, to produce the necessary job search documents and provide students with effective interviewing skills to ensure their success in the career search process.</p>
Career Options:	Accounting Bookkeeper, Bookkeeper, Bookkeeping Clerk
Related NOC:	1241, 1431, 1432

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OFFICE ADMINISTRATION – Human Resources Specialist

Course Duration:	26 weeks at 4 hours per day (520 hours)
Start Dates:	Please call for availability and start dates in your area.
Description:	<p>The Office Administration – Human Resources Specialist will prepare students in the key aspects of business administration required for working as a Human Resources Clerk. This course provides the same core, fundamental skills employers look for in administrative personnel that are included in our Office Administration – Generalist Program, but also includes additional training in Business Law and Human Resources. Students will complete a variety of lessons and exercises to understand approaches to strategic planning and organizational structure, and how to improve team effectiveness, decision making and performance standards in the workplace.</p> <p>Students will complete modules in Introductory Microsoft Office Applications including Word, Excel and PowerPoint to be able to create the various documents used by businesses. Students will also be introduced to accounting concepts and procedures including debits and credits and how to analyze and record business transactions. Students will learn how to use the computerized accounting software QuickBooks to support small business activities.</p> <p>Business Law modules will provide the student with an overview of the Canadian Legal system and its effect on business and business organizations as well as an overview of the ethical issues that businesses encounter such as ethics, contracts and sales, consumer protection issues, and agency and employment issues. Human Resources modules provide a comprehensive overview of modern day personnel and the diverse components of human resource functions and its role in the current business environment. Students will be introduced to job analysis and design, human resources planning, legal requirements, compensation and benefits, employee rights, safety, and strategic issues and challenges in Human Resources Management.</p> <p>In-class training will conclude with Career Management, to produce the necessary job search documents and provide students with effective interviewing skills to ensure their success in the career search process.</p>
Career Options:	Administrative Assistant, Human Resources Clerk, Office Administration
Related NOC:	1222, 1241, 1432, 1442

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OFFICE ADMINISTRATION – Marketing Specialist

Course Duration:	26 weeks at 4 hours per day (520 hours)
Start Dates:	Please call for availability and start dates in your area.
Description:	<p>The Office Administration – Marketing Specialist will prepare students in the key aspects of business administration required for working in Marketing. This course provides the same core, fundamental skills employers look for in administrative personnel that are included in our Office Administration – Generalist Program, but also includes additional training in Business Management and Marketing. Students will complete a variety of lessons and exercises to understand approaches to strategic planning and organizational structure, and how to improve team effectiveness, decision making and performance standards in the workplace. Students will complete modules in Introductory Microsoft Office Applications including Word, Excel and PowerPoint to be able to create the various documents used by businesses. Students will also be introduced to accounting concepts and procedures including debits and credits and how to analyze and record business transactions.</p> <p>Students will learn how to use the computerized accounting software QuickBooks to support small business activities. Business Management modules introduces the student to the environment of Canadian Business with an overview of the organizational structures of businesses; management functions in an enterprise; and the challenges of managing marketing, operations, information technology, finance and human resources.</p> <p>Marketing modules teach students about the principles and applications of marketing in organizations and in the marketplace and include topics such as the global marketing environment, developing marketing opportunities and strategies, product development, pricing strategies, distribution channels, promotion techniques and managing marketing through customer relationships, social responsibility and marketing ethics.</p> <p>In-class training will conclude with Career Management, to produce the necessary job search documents and provide students with effective interviewing skills to ensure their success in the career search process.</p>
Career Options:	Administrative Assistant, Marketing Assistant
Related NOC:	1411, 1441

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 Call us today at 1.888.711.3271 for more information 

ADMINISTRATIVE ASSISTANT

Course Duration:	17 weeks at 4 hours per day (340 hours)
Start Dates:	Please call for availability and start dates in your area.
Description:	<p>The Office Administration – Generalist Program will equip students with the administrative skills that are required for working in today's ever changing office environment. This course provides the core, fundamental skills employers look for in administrative personnel. Students will complete a variety of lessons and exercises to understand approaches to strategic planning and organizational structure, and how to improve team effectiveness, decision making and performance standards in the workplace. Students will develop the skills necessary to function in writing in the modern business setting in addition to improving verbal communication skills.</p> <p>Students will complete modules in Introductory Microsoft Office Applications including Word, Excel and PowerPoint to be able to create the various documents used by businesses. Students will also be introduced to accounting concepts and procedures including debits and credits and how to analyze and record business transactions. Students will learn how to use the computerized accounting software QuickBooks to support small business activities. Students will also learn about various office procedures as they relate to preparing and handling documents, machines and computers, information management, filing systems, making travel arrangements, and organization.</p> <p>In-class training will conclude with Career Management, to produce the necessary job search documents and provide students with effective interviewing skills to ensure their success in the career search process.</p>
Career Options:	Administrative Assistant, Office Clerk
Related NOC:	1411, 1441

Diploma and Certificate Programs

Willis College of Business, Health and Technology

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HEALTH OFFICE ADMINISTRATOR

Course Duration:	41 weeks at 4 hours per day (820 hours)
Start Dates:	Please call for availability and start dates in your area.
Description:	<p>The Health Office Administrator Program will prepare students in the key aspects of business administration required to work in a medical office setting. This course provides the core, fundamental skills employers look for in administrative professionals. Through modules in Business Communications, students will develop the skills necessary to function in writing and communication in the modern business setting. Students will acquire administrative skills and learn about the procedures needed for competency in an office setting including reception and scheduling, in addition to learning about the mechanics of records management.</p> <p>Students will complete modules in Microsoft Office Applications including Word, Excel, Access and PowerPoint. Students will also be introduced to the basics of bookkeeping and the fundamentals of accounting. To ensure students have the skills needed to be able to work in a medical office, they will complete modules in Healthcare Terminology, Anatomy and Body Systems. Students will learn how to process various types of billing for the health office and they will be able to make medical transcriptions from recorded sessions. Students will also examine a variety of social, personal and professional ethical issues and problems and learn a variety of methods for resolving the issues through the use of critical thinking skills, ethical reasoning, and legal and professional codes of conduct as it relates to health care.</p> <p>In-class training will conclude with modules in Health and Safety including WHMIS training, to ensure that students are familiar with common workplace hazards in an effort to prevent further injuries from occurring while on the job, and Career Management, to produce the necessary job search documents and provide students with effective interviewing skills to ensure their success in the career search process.</p>
Career Options:	Medical, Dental Secretary / Administrator
Related NOC:	1243, 1414

General Education Services Willis College of Business, Health and Technology

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ACADEMIC UPGRADING

Course Duration:	Variable, depending upon student needs
Start Dates:	Continuous Weekly Intake (Monday start date)
Daily Hours:	Available at 4 and 6 hours per day
Description:	A personalized Academic Upgrading program can be created with realistic timelines to help your client meet their educational goals.

ENGLISH AS A SECOND LANGUAGE (ESL)

Course Duration:	Variable, depending upon student needs
Start Dates:	Continuous Weekly Intake (Monday start date)
Daily Hours:	Available at 4 and 6 hours per day
Description:	A personalized English as a Second Language program can be created with realistic timelines to help your client meet their educational goals.

CUSTOMER SERVICE FOR ENGLISH AS A SECOND LANGUAGE (ESL) STUDENTS

Course Duration:	8 weeks at 6 hours per day (240 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Daily Hours:	Available at 4 and 6 hours per day
Description:	This program is ideally suited for ESL or low-literacy students who are pursuing a career in basic customer service, such as other elemental services. Throughout the program, students will learn basic communication and customer service skills, and receive resume, interview and job-search assistance.

General Education Services Willis College of Business, Health and Technology

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FOUNDATIONAL COMPUTER SKILLS

Course Duration:	4 weeks at 6 hours per day (120 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Daily Hours:	Available at 4 and 6 hours per day
Description:	This program is ideally suited for ESL or low-literacy students who are interested in learning introductory computer skills on the internet, Microsoft Word and Microsoft Excel. This program has also been recommended for students who have had minimal exposure to a computer prior to attending Willis College.

INTRODUCTION TO MICROSOFT OFFICE

Course Duration:	4 weeks at 6 hours per day (120 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Daily Hours:	Available at 4 and 6 hours per day
Description:	This program introduces students to the Microsoft Office Suite. Increased emphasis can be placed on individual MS Office programs, upon request.

INTERMEDIATE MICROSOFT OFFICE

Course Duration:	4 weeks at 6 hours per day (120 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Daily Hours:	Available at 4 and 6 hours per day
Description:	This program builds upon the skills learned in the Introduction to Microsoft Office. Successful completion of Introduction to Microsoft Office is required. Increased emphasis can be placed on individual MS Office programs, upon request.

General Education Services Willis College of Business, Health and Technology

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ESSENTIAL SKILLS TRAINING

Course Duration:	Variable, depending upon student needs
Start Dates:	Continuous Weekly Intake (Monday start date)
Daily Hours:	Available from 4 to 6 hours per day
Description:	The PTC/Willis College delivery model of Essential skills is unique in the industry. We provide students with the contextualized tools needed to enhance their education and improve their transferable skills. PTC/Willis College's contextualized approach to Essential Skills helps students return to work faster and maintain successful employment.

GENERAL EDUCATION DEVELOPMENT (GED) PROGRAM

Course Duration:	4 weeks at 6 hours per day (120 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Daily Hours:	Flexible hours available upon request.
Description:	This program is designed to upgrade individual writing, reading, mathematics, social studies and science skills to a level required to successfully complete the GED test. To enter this program a student must already have Grade 12 equivalency in Language and Math.

COLLEGE PREPARATION

Course Duration:	4 weeks at 6 hours per day (120 hours)
Start Dates:	Continuous Weekly Intake (Monday start date)
Daily Hours:	Available at 4 and 6 hours per day
Description:	This program is designed to help students to enter college. The focus of this program is on upgrading or refreshing the student's skills when they may have been away from a learning environment for some time. Options include upgrading an individual's writing, reading, math, computer, and study skills.



REFERRAL FORM

Willis College of Business, Health and Technology

Call us today at 1.888.711.3271 for more information

Assessments

Pre Referral Assessment

Diploma and Certificate Programs

Automotive Service Advisor*

Computerized

Accounting/Bookkeeping*

Customer Service Associate*

Inventory Control &

Operations*

Dispatch Operator*

Security Guard*

Office Administration+

Health Office Administration

Legal Office Administration

Business Administration+

Administrative Assistant+

Accounting Payroll

Administrator

General Education

Customer Service for ESL Students

Academic Upgrading

ESL

GED

Introduction to MS Office

Intermediate MS Office

Foundational Computer Skills for ESL Students

College Preparation

* = Ongoing enrolment

+ = Program has speciality

FILE INFORMATION

File No:	Location:	Date of Referral:
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Received By:	Type of Service:
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REFERRAL SOURCE

Name:	Title:
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Company:	Phone:	Ext:	Fax:
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Address:	Postal Code:
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Email:

Industry Group: Private WSIB Insurance Employer Second Career Other

STUDENT INFORMATION

Name: Mr. <input type="checkbox"/> Ms. <input type="checkbox"/>	Service ID #:	Date of Birth:
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Mailing Address:	City:	Postal Code:
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Phone:	Cell:	Date of Injury:
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Student Email:	Target Occupation:	Injury/Impairment:
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LOCATION

Toronto-Central *
 Miss/Etobicoke
 Matheson
 Brampton
 Barrie*
 Bracebridge
 Belleville*
 Scarborough*
 Vaughan
 London*
 Thunder Bay*
 Sarnia
 Sault Ste. Marie*
 Ottawa *
 Smith Falls*
 Cobourg*
* = Ministry Approved Centre

SPECIAL INSTRUCTIONS/PROGRAM SPECIALITY

FOR OFFICE USE ONLY

Assessment Date:	Assessment Time:
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File Received By: Phone Fax Person Mail E-mail Date:

Instructor: <input type="checkbox"/> A.M. <input type="checkbox"/> P.M.	Centre:
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1.888.711.3271 Fax: 416.410.7355

info@ptc-inc.ca

www.ptc-inc.ca



Willis College of Business, Health and Technology Locations

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Greater Toronto Area

Toronto-Central (Head Office)

PID # 100040430 (Sheppard / Allen Rd.)
265 Rimrock Road, Suite 211
Toronto, ON M3J 3C6
(P) 416.410.3550 (F) 416.410.7355

Scarborough/Markham

PID # 100037291 (McCowan/Hwy 401)
2061 McCowan Road, Suite 207
Scarborough, ON M1S 3Y6
(P) 416.297.1055 (F) 416.297.7112

Etobicoke/Mississauga

PID #100037293 (Dundas / 427)
2077 Dundas Street East, Suite 102
Mississauga, ON L4X 1M2
(P) 905.629.3551 (F) 905.629.8093

Mississauga

PID #100071166
2570 Matheson Blvd. East, Suite 116
Mississauga, ON L4W 4Z3
(P) 905.212.7747 (F) 905.212.7746

Brampton

PID #100052181 (Nelson / George St.)
8 Nelson Street West, Suite 201
Brampton, ON L6X 4J2
(P) 905.455.5544 (F) 905.455.5004

Vaughan

PID #100071390 (Keele / Hwy 7)
7880 Keele Street, Suite 206
Concord, ON L4K 4G7
(P) 905.761.0093 (F) 905.761.0951

Eastern Ontario

Belleville

PID #100071737 (Bridge / Front St.)
1 Bridge Street East, Suite 300
Belleville, ON K8N 5N9
(P) 613.967.4471 (F) 613.967.6456

Near North

Barrie

PID #100037297
15 Sperling Drive, Suite 202
Barrie, ON L4M 6K9
(P) 705.792.0100 (F) 705.792.0199

Bracebridge

PID #100067608
280 Manitoba Street, Suite 6
Bracebridge, ON P1L 1S2
(P) 705.646.4664 (F) 705.644.7610

Northern Ontario

Sault Ste. Marie

PID #100061679
550 Queen Street West, Suite 101
Sault Ste. Marie, ON P6A 1A6
(P) 705.256.8710 (F) 705.256.5805

Thunder Bay

PID #100043486
1184 Roland St., Suite 1000
Thunder Bay, ON P7B 5M4
(P) 807.622.6070 (F) 807.622.6176

Southern Ontario

London

PID #100037294
148 Fullarton Street
London, ON N6A 5P2
(P) 519.675.0237 (F) 519.675.1464

Sarnia

PID #100042964
221 Christina Street North
Sarnia, ON N7T 5V1
(P) 519.332.4647 (F) 519.344.3490

All locations highlighted in red are registered as a private career college under the Private Career Colleges Act, 2005.



Willis College of Business, Health and Technology Locations

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NOTES:

- PTC/Willis College first to introduce Essential Skills training for Injured Workers
- PTC/Willis College first to obtain Ministry approval status
- PTC/Willis College has the most Ministry approved programs and centres
- This College has integrated job search training in all its programs
- This is the only College to use co-ops as a regular part of its training programs