



# Administrative Professional

Youth Apprenticeship

## ADMINISTRATIVE PROFESSIONAL

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Administrative Professionals support organizations combining organizational and people skills, using information processing and office technologies.

**Length of Apprenticeship:** One or two years

## OCCUPATIONAL COMPETENCIES

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Youth apprentices work with a job site mentor to demonstrate the following competencies.

Year 1: Youth apprentices must complete a **total of 9 Year 1** competencies. **Eight** must be from the list below. If necessary, employers can substitute **1** competency with another occupationally appropriate skill. That skill should be added to the competency list for assessment.

Year 2: Youth apprentices must complete a **total of 10 Year 2** competencies. **Nine** must be from the list below. If necessary, employers can substitute **1** competency with another occupationally appropriate skill. Those skills should be added to the competency list for assessment.

YEAR 1 Competencies	YEAR 2 Competencies
1. Use office tools	1. Create professional documentation
2. Manage phone calls	2. Schedule meetings
3. Manage email	3. Support meetings
4. Manage incoming mail	4. Use current presentation programs
5. Manage outgoing mail	5. Use current spreadsheet programs
6. Use current word processing programs	6. Support budget process
7. Greet customers	7. Support records/documents organization
8. Use databases	8. Order supplies
9. Maintain employee and organization confidentiality	9. Take meeting minutes
	10. Use advanced database functions

## POST-SECONDARY PATHWAY OPPORTUNITIES

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There are several post-secondary pathway opportunities in this area. The following is a partial list.

- Office Professional
- Administrative Professional