

Key Research Findings

This analysis was based on the pre-determined criteria and measures listed below:

Section	Description	Measures
Student Demand	<p>Includes an assessment of OCAS (2007 - 2011) enrolment data at other colleges in terms of mean growth rate with a specific focus on Fleming's direct competitors where appropriate (Georgian, Sheridan, Seneca and Durham)</p> <p>Trends in certificate, diploma, degree, apprenticeship and continuing education (where available).</p> <p>Click Below to Access Full Source Document: Fall Enrollment Trend</p>	<ul style="list-style-type: none"> ● Strong = Fleming enrolment growth is outpacing system and is equal to or greater than 3% ● Moderate = Fleming enrolment growth is equivalent to system demand and is between 1.0 to 2.9% ● Weak = Fleming enrolment growth is less than the system demand and is less than 1%
Labour Market	<p>Includes projected employment rate growth based on a consolidation of various Ontario, Canadian, and US sources including HRSDC, Sector Council Reports US Bureau of Labour Statistics, and the MTCU Employment Profile.</p>	<ul style="list-style-type: none"> ● Strong = Between 5-6 positive labour market indicators ● Moderate = Between 3-5 positive labour market indicators ● Weak = Between 1-2 or no positive labour market indicators
Competitive Analysis	<p>Includes the number of actual colleges offering the program as well as the ratio of applications to acceptances at Fleming compared to other colleges and specific comment about Fleming's direct competitors where appropriate (Georgian, Sheridan, Seneca and Durham)</p> <p>Click Below to Access Full Source Document: Fall Conversion Report</p>	<ul style="list-style-type: none"> ● Strong = Fleming conversion ratio is greater than 2 below the system ● Moderate = Fleming conversion ratio is 1 above, below or equal to the system ● Weak = Fleming conversion ratio is greater than 2 above than the system
Financial Analysis	<p>Includes a review of Contribution to Overhead (CTO) for existing programs (2010-11)</p> <p>Click Below to Access Full Source Document: Costing Analysis</p>	<ul style="list-style-type: none"> ● Strong = CTO is greater than 35% ● Moderate = CTO is between 30 - 34% ● Weak = CTO is between 20 – 30% <p>No Contribution = 19% or less</p>

Key Research Findings

Key Performance Indicators	<p>Includes KPI trends from the Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012.</p> <p>Click Below to Access Full Source Document: Key Performance Indicators</p>	<ul style="list-style-type: none"> ● Strong = Above system average in 6-7 indicators ● Moderate = Above system average in 3-5 indicators ● Weak = Above system average in 0-2 indicators.
Resource Analysis	<p>Requires school level assessment regarding space, technology, capital equipment and human resources. Recommendations from recent Program Review Reports included here</p>	

Key Research Findings

Office Administration - Executive (52316)

Student Demand¹

• **STRONG**

The following information consists of OCAS yearly student fall registration data as well as a mean growth rate and average student registration for each program under these categories:

Diploma

- Sixteen colleges offer this certificate program, including all four of Fleming's main competitors
- Fleming has a **32%** mean growth rate, higher than the system rate of **6%**
- Out of the key competitors, Georgian has the highest mean growth rate of **28%** and Durham has the lowest rate of **-19%**
- Overall, Georgian has the highest mean growth rate (**28%**) and Durham has the lowest mean growth rate of (**-19%**)
- Algonquin has the highest average registration with **58 students** and Northern has the lowest with **1 student**

¹ Registration data obtained from the Program Counts by Applicant Type Report (RPT0050P) in the OCAS Reporting and Analytics Cube December 7, 2011.

Some programs/colleges may not be included because they were missing MCU codes in the OCAS dataset

Prepared by Fleming Data Research (07-2012)

Key Research Findings

Diploma

Program: 52316 - OFFICE ADMINISTRATION - EXECUTIVE

	% Change (07-08)			% Change (08-09)			% Change (09-10)			% Change (10-11)			% Mean Growth Rate (07-11)	5 Year Average Reg. Students
	2007	2008		2008	2009		2009	2010		2010	2011			
ALGONQUIN	58	58	0	58	61	5	61	55	-10	55	56	2	-1	58
CENTENNIAL	9	11	22	11	14	27	14	13	-7	13	14	8	13	12
CONESTOGA	29	38	31	38	43	13	43	55	28	55	56	2	18	44
DURHAM							32			32	26	-19	-19	29
FANSHAWE	32	29	-9	29	33	14	33	32	-3	32	34	6	2	32
→ FLEMING				12			12	15	25	15	21	40	32	16
GEORGIAN	15	13	-13	13	28	115	28	36	29	36	29	-19	28	24
LA CITÉ COLLÉGIAL	52	41	-21	41	37	-10	37	50	35	50	47	-6	0	45
LAMBTON	26	24	-8	24	24	0	24	31	29	31	21	-32	-3	25
MOHAWK	42	47	12	47	38	-19	38	48	26	48	52	8	7	45
NIAGARA	32	57	78	57	56	-2	56	54	-4	54	54	0	18	51
NORTHERN										1				1
SAULT	23	35	52	35	42	20	42	39	-7	39	26	-33	8	33
SENECA	55	29	-47	29	32	10	32	28	-13	28	23	-18	-17	33
SHERIDAN		25		25	26	4	26	21	-19	21	31	48	11	26
ST. CLAIR	30	32	7	32	35	9	35	28	-20	28	14	-50	-13	28
Total	403	439	9	439	481	10	481	537	12	537	505	-6	6	473

Key Research Findings

Labour Market

• **MODERATE**

Employment Ontario²

Secretaries (Except Legal and Medical) NOC – (1241)

- Employment Ontario Rating (2009-2013):
 - **Limited**
- Education and Training
 - Completion of secondary school is usually required. Increasingly, completion of a one or two-year college or other program for secretaries, previous clerical experience, and familiarity with the most common computer software programs for word processing, graphics and spreadsheets are also required. Additional training may be necessary to gain knowledge of specific vocabulary or understanding of the nature of business or products, e.g., insurance. “
- Demand
 - “Opportunities for employment in this occupation are expected to be limited over the period from 2009 to 2013 due to the widespread application of new office automation. However, due to the large size of this occupational group, each year a substantial number of job openings will be created from the need to replace workers who retire or those who transfer to other occupations,. The use of computers by office staff means that managers can often do their own word processing and data entry and handle much of their own correspondence. Managers in offices today do not have enough work to justify hiring full-time secretaries. Increasing office automation and organizational restructuring will continue to decrease demand for these workers. However, many secretarial and administrative duties are of a personal, interactive nature, and, therefore are not easily automated. Responsibilities such as planning conference, working with clients, and instructing staff require good communication skills. Because technology cannot be substituted for these personal skills these workers will continue to play a key role in most organizations. Experienced secretaries with specialized skills in the latest software applications are expected to be more successful in the labour market.”

HRSDC³

Secretaries (Except Legal and Medical) NOC – (1241)

	Level	Share
Expansion Demand:	-13,745	-19%
Retirements:	77,365	105%
Other Replacement Demand:	6,755	9%
Emigration:	3,575	5%
Projected Job Openings:	73,950	100%
	Level	Share
School Leavers:	32,744	155%
Immigration:	10,048	47%
Other	-21,635	-102%
Projected Job Seekers:	21,156	100%

² "Secretaries (Except Legal and Medical)." *Employment Ontario*. N.p., n.d. Web. 13 Aug. 2012. <http://www.tcu.gov.on.ca/eng/labourmarket/ojf/pdf/1241_e.pdf>.

³ "Secretaries, Records And Transcriptionists (124)." *Canadian Occupational Projection System*. N.p., n.d. Web. 13 Aug. 2012. <<http://www23.hrsdc.gc.ca/occupationsummarydetail.jsp?tid=23>>.

Key Research Findings

- “Over the 2011-2020 period, an occupation will be in excess demand (a shortage of workers) if the projected number of job openings is significantly greater than the projected number of job seekers. An occupation will be in excess supply (a surplus of workers) if the projected number of job openings is smaller than the projected number of job seekers. For **Secretaries, Records And Transcriptionists**, over the 2011-2020 period, job openings (arising from expansion demand and replacement demand) are expected to total **73,950** and **21,156** job seekers (arising from school leavers, immigration and mobility) are expected to be available to fill the job openings.”
- “Based on projections, which forecast excess demand, and considering the recent surplus of workers in this occupation, labour demand and supply in this occupation should return to where they are balanced over the 2011-2020 period. Job openings will arise exclusively from replacement needs, particularly the need to replace retiring workers. In fact, expansion demand will negatively impact labour requirements. In other words, job losses will occur over the projection period. Therefore, the decline in employment that began in the early 1990s will continue throughout the projection period. Nevertheless, job openings will be numerous as a result of the very high retirement rate. The retirement rate for workers in this occupation will be among the highest for all occupations, primarily because workers in this occupation are much older than the average. In addition, despite the continuing decline in this occupation, labour market conditions, slightly better than in the past, will lead to a sharp decrease in the number of workers leaving this occupation for another. Finally, the number of job seekers coming mainly from the school system will decline over the 2011-2020 period in relation to the 2001-2010 period, resulting in fewer new job seekers over the next few years to meet the increase in job openings.”

Key Research Findings

US Bureau of Labour⁴

Occupational Title	SOC Code	Employment, 2010	Projected Employment, 2020	Change, 2010-20	
				%	Numeric
Secretaries and Administrative Assistants	43-6000	4,010,200	4,503,100	12%	492,900
Executive Secretaries and Executive Administrative Assistants	43-6011	1,236,100	1,392,100	13%	156,000
Legal Secretaries	43-6012	233,200	241,400	4%	8,200
Medical Secretaries	43-6013	508,700	718,900	41%	210,200
Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	43-6014	2,032,200	2,150,800	6%	118,500

- “Overall employment of secretaries and administrative assistants is expected to grow 12 percent from 2010 to 2020, about as fast as the average for all occupations. Employment growth, however, will differ by occupational specialty.”
- “Employment of executive secretaries and administrative assistants is projected to grow 13 percent from 2010 to 2020, about as fast as the average for all occupations, as these workers continue to provide high-level support for executives.”
- “Employment of medical secretaries is projected to grow 41 percent from 2010 to 2020, much faster than the average for all occupations. Employment growth will be driven by rapid growth of the healthcare and social assistance industries. An anticipated increase in the use of medical services by an aging population will require many additional medical secretaries.”
- “Employment of legal secretaries is expected to grow 4 percent from 2010 to 2020, slower than the average for all occupations. This slow employment growth is due primarily to the slower-than-average growth of the legal industry overall.”
- “Employment of secretaries, except legal, medical, and executive, is expected to grow 6 percent from 2010 to 2020, slower than the average for all occupations. Although developments in office technology are certain to continue, many secretarial and administrative duties are of a personal, interactive nature and are not easily automated. Responsibilities such as planning meetings, working with clients, and instructing staff require tact and communication skills. Because technology cannot currently substitute for these interpersonal skills, secretaries and administrative assistants will continue to play a key role in most organizations.”
- “In addition to jobs coming from employment growth, numerous job openings will arise from the need to replace secretaries and administrative assistants who transfer to other occupations or retire. Job opportunities should be best for applicants with extensive knowledge of computer software applications. Applicants with a bachelor's degree are expected to be in great demand and will act as managerial assistants who perform more complex tasks.”

⁴ “Secretaries and Administrative Assistants.” *Occupational Outlook Handbook*. N.p., n.d. Web. 13 Aug. 2012. <<http://www.bls.gov/ooh/office-and-administrative-support/secretaries-and-administrative-assistants.htm#tab-6>>.

Key Research Findings

Sector Councils and Reports

- [Association of Administrative Assistants](#)
- [Association of Executive & Administrative Professionals](#)
- [Canadian Society of Corporate Secretaries](#)
- [International Association of Administrative Professionals](#) and the [Ontario Division](#)

Key Research Findings

Employment Profile⁵

In 2010-2011, **44.8%** of graduates were employed in a full time position which related to this program of study provincially

Office Administration

Total Graduates:

1,307

Total Graduates in Survey:

911

Response Rate:

70.0%

594 graduates were reported after the survey window had closed. While program information for these graduates has been included wherever possible, these graduates are not included in survey results, such as response rates.

Programs in Office Administration

Programs	Duration	Total Grads	Total in Survey	Total in Labour Force	Colleges
Customer Service Fundamentals – Insurance	1 Year	1	–	–	Fanshawe
Office Administration	2 Years	41	25	23	Canadore
Office Administration – Executive	2 Years	450	315	282	Algonquin, Boreal, Centennial, Conestoga, Durham, Fanshawe, Georgian, La Cité, Lambton, Mohawk, Niagara, Northern, Sault, Seneca, Sheridan, St. Clair
Office Administration – General	1 Year	802	562	333	Algonquin, Boreal, Canadore, Centennial, Conestoga, Confederation, Durham, Fanshawe, Georgian, Humber, La Cité, Lambton, Mohawk, Niagara, Northern, Sheridan, Sir Sandford Fleming, St. Clair, St. Lawrence
Office Administration – Office Systems	2 Years	11	8	8	Cambrian
Office Administration-Animal Care Services	1 Year	2	1	1	Boreal

Summary of Survey Data

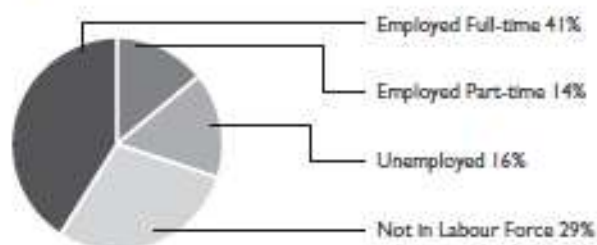
	Program Cluster	All Programs
Survey Population	911	50,622
Labour Force Participation	71%	74%
Employment Rate ^a	78%	83%
Employed Part-time ^a	20%	18%
Employed Full-time ^a	58%	65%
Average Annual Earnings – Total	\$29,698	\$33,199
Average Annual Earnings – Female	\$29,885	\$31,897
Average Annual Earnings – Male	\$25,722	\$34,607
Graduate Satisfaction	82%	79%
Employer Satisfaction	96%	93%

a. As a percentage of graduates in the labour force.

⁵ "Employment Profile." Ontario. N.p., 2011. Web. 19 July 2012.
<http://www.tcu.gov.on.ca/pepg/audiences/colleges/serials/eprofile09-10/profile10.pdf>.

Office Administration

Graduate Outcomes for Program Cluster (as a percentage of all respondents)



Top Five Industries of Employment

	#	%
Professional, Scientific and Technical Services	48	10.4%
Educational Services	43	9.3%
Administrative and Support Services	38	8.3%
Food Services and Drinking Places	24	5.2%
Food and Beverage Stores	23	5.0%

Top Five Occupational Categories

	#	%
General Office Clerks	86	18.3%
Receptionists and Switchboard Operators	32	6.8%
Administrative Officers	28	5.9%
Retail Salespersons and Sales Clerks	27	5.7%
Customer Service, Information and Related Clerks	26	5.5%

Office Administration

Summary of Graduate Outcomes by Program

	Full-time Employed, Program Related		Full-time Employed, Program Unrelated		Part-time Employed, Program Related		Part-time Employed, Program Unrelated		Unemployed		Not in Labour Force	
	#	%	#	%	#	%	#	%	#	%	#	%
Office Administration	15	60.0	1	4.0	1	4.0	—	—	6	24.0	2	8.0
Office Administration – Executive	141	44.8	35	11.1	28	8.9	23	7.3	55	17.5	33	10.5
Office Administration – General	109	19.4	70	12.5	23	4.1	47	8.4	84	14.9	229	40.7
Office Administration – Office Systems	5	62.5	—	—	3	37.5	—	—	—	—	—	—
All Programs in Cluster*	270	29.7	106	11.6	55	6.0	70	7.7	145	15.9	264	29.0

* Does not include 2 programs with fewer than 5 graduates in the labour force.

Earnings of Full-time Employed Participants

Program	Average – Females	Average – Males	Median – Females	Median – Males	Average for Program	Median for Program
Office Administration	\$31,260	—	\$32,000	—	\$31,303	\$31,643
Office Administration – Executive	\$30,619	\$26,494	\$30,000	\$28,679	\$30,477	\$30,000
Office Administration – General	\$29,041	\$22,211	\$27,375	\$19,293	\$28,766	\$27,114
Office Administration – Office Systems	—	—	—	—	—	—
All Programs in Cluster*	\$29,885	\$25,722	\$29,037	\$25,029	\$29,698	\$28,939

* Does not include 2 programs with fewer than 5 graduates in the labour force.

Office Administration

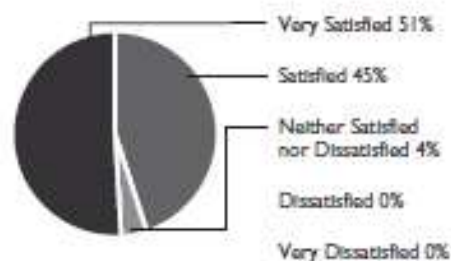
Program Cluster Satisfaction

Graduate Satisfaction with the usefulness of his/her college education in achieving his/her goals after graduation:*



* 820 graduates participated in this question.

Employer Satisfaction with employee overall college preparation for the type of work he/she was doing:*



* 94 employers participated in this survey.

Program Cluster Historical Data

	00-01 Grads	01-02 Grads	02-03 Grads	03-04 Grads	04-05 Grads	05-06 Grads	06-07 Grads	07-08 Grads	08-09 Grads	09-10 Grads
Percentage Employed	85.7%	84.2%	83.9%	85.4%	84.8%	84.8%	87.2%	83.3%	79.5%	77.6%
Percentage Employed Full-time	71.0%	69.0%	69.4%	68.2%	70.2%	67.6%	71.8%	67.0%	59.0%	58.1%
Percentage Employed Full-time Related Jobs	56.7%	53.8%	50.9%	50.1%	53.8%	51.3%	54.5%	50.3%	43.0%	41.7%
Average Annual Salary Full-time Related Jobs	\$24,777	\$24,382	\$25,732	\$26,293	\$26,352	\$27,583	\$28,949	\$29,445	\$29,981	\$31,643

Key Research Findings

Working in Canada⁶

Secretaries (Except Legal and Medical) NOC – (1241)

- Ontario Rating: **Not Available**

- **Employment Rating by Region:**

Location	Employment Potential
Hamilton--Niagara Peninsula Region	Limited
Kingston - Pembroke Region	N/A
Kitchener--Waterloo--Barrie Region	Fair
London Region	Limited
Muskoka-Kawarthas Region	Limited
Northeast Region	Fair
Northwest Region	Fair
Ottawa Region	Limited
Stratford--Bruce Peninsula Region	Fair
Toronto Region	Fair
Windsor-Sarnia Region	Fair

- **Wage Range by Region:**

Location	Wage (\$/hr)		
	Low	Median	High
Ontario	11.00	19.48	27.14
Hamilton--Niagara Peninsula Region	12.50	18.00	25.00
Kingston - Pembroke Region	11.00	19.48	27.14
Kitchener--Waterloo--Barrie Region	10.25	17.00	26.37
London Region	11.54	17.25	25.93
Muskoka-Kawarthas Region	11.00	19.48	27.14
Northeast Region	14.00	21.00	26.00
Northwest Region	11.00	19.48	27.14
Ottawa Region	11.00	19.48	27.14
Stratford--Bruce Peninsula Region	11.00	19.48	27.14
Toronto Region	10.31	19.70	31.25
Windsor-Sarnia Region	10.25	19.78	28.85

⁶ "secretary (except legal and medical)." *Working in Canada*. N.p., n.d. Web. 13 Aug. 2012.

<<http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=1241&action=final&ln=p@ionKeyword=Peterborough%2C+Ontario&s=2&source=0&titleKeyword=secretary+%28except+legal+and+medical%29#ou>>.

Key Research Findings

Competitive Analysis⁷

• MODERATE

The following information consists of OCAS yearly fall application and registration data as well as a conversion ratio for each program under this category:

Diploma

- Fleming's ratio (**3:1**) was higher than the system's (**4:1**) in 2011, and the only direct competitors with a ratio that was not lower than the system is Georgian and Durham (**3:1**)
- Overall, La Cite had the best ratio in 2011 (**2:1**), and Centennial had the lowest (**7:1**)

Diploma

Program: 52316 - OFFICE ADMINISTRATION - EXECUTIVE

	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio	App. 2011	Reg. 2011	Conversion Ratio
ALGONQUIN	139	58	2:1	149	58	3:1	154	61	3:1	126	55	2:1	142	56	3:1
CENTENNIAL	99	9	11:1	82	11	7:1	87	14	6:1	87	13	7:1	100	14	7:1
CONESTOGA	154	29	5:1	146	38	4:1	141	43	3:1	193	55	4:1	180	56	3:1
DURHAM	0			0			0			91	32	3:1	86	26	3:1
FANSHAWE	154	32	5:1	151	29	5:1	157	33	5:1	149	32	5:1	158	34	5:1
FLEMING	0			0			70	12	6:1	74	15	5:1	65	21	3:1
GEORGIAN	79	15	5:1	54	13	4:1	102	28	4:1	109	36	3:1	94	29	3:1
LA CITÉ COLLÉGIAL	103	52	2:1	117	41	3:1	104	37	3:1	140	50	3:1	117	47	2:1
LAMBTON	68	26	3:1	61	24	3:1	61	24	3:1	86	31	3:1	58	21	3:1
MOHAWK	187	42	4:1	167	47	4:1	149	38	4:1	192	48	4:1	171	52	3:1
NIAGARA	145	32	5:1	193	57	3:1	158	56	3:1	170	54	3:1	162	54	3:1
NORTHERN	36			40			57			45			56	1	56:1
SAULT	56	23	2:1	73	35	2:1	71	42	2:1	76	39	2:1	65	26	3:1
SENECA	179	55	3:1	141	29	5:1	142	32	4:1	116	28	4:1	126	23	5:1
SHERIDAN	0			113	25	5:1	100	26	4:1	114	21	5:1	155	31	5:1
ST. CLAIR	104	30	3:1	90	32	3:1	129	35	4:1	111	28	4:1	77	14	6:1
Total	1503	403	4:1	1577	439	4:1	1682	481	3:1	1879	537	3:1	1812	505	4:1

⁷ Application data obtained from OCAS College Count Cube October 19, 2011

Registration data obtained from the Program Counts by Applicant Type Report (RPT0050P) in the OCAS Reporting and Analytics Cube December 7, 2011.

Some programs/colleges may not be included because they were missing MCU codes in the OCAS dataset

Prepared by Fleming Data Research (07-2012)

Key Research Findings

Financial Analysis	NO CONTRIBUTION
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Source: Program Costing Analysis 2010/2011

- Contribution to Overhead: 2.4%
- Program Weight: 1.00
- Funding Unit: 2.00

Key Performance Indicators	NOT AVAILABLE
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Source: Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012

KPI1-Graduation Rate	-
KPI2-Working	-
KPI3-Working Related	-
KPI4-Grad. Satisfaction	-
KPI8-Student Satisfaction-Learning	-
KPI9-Student Satisfaction- Teachers	-
KPI11-Grad. Satisfaction-Program	-

Resource Analysis

Equipment

Staffing

Space

Key Research Findings

Appendix

The following is the original environmental scan conducted by the Library Researchers to form the basis of the previous summary of Key Research Findings Report.

**Office Administration – Executive
NOC 1241: Executive Secretary**

[http://www.workingincanada.gc.ca/report-eng.do?lang=eng&noc=1241&area=8792&titleKeyword=executive+secretary+\(except+legal+and+medical\)®ionKeyword=Peterborough,+Ontario&source=0&action=final](http://www.workingincanada.gc.ca/report-eng.do?lang=eng&noc=1241&area=8792&titleKeyword=executive+secretary+(except+legal+and+medical)®ionKeyword=Peterborough,+Ontario&source=0&action=final)

Secretaries perform some or all of the following duties:

- Prepare, key in, edit and proofread correspondence, invoices, presentations, brochures, publications, reports and related material from shorthand, machine dictation and handwritten copy using computers
- Open and distribute incoming regular and electronic mail and other material and co-ordinate the flow of information internally and with other departments and organizations
- Schedule and confirm appointments and meetings of employer
- Order office supplies and maintain inventory
- Answer telephone and electronic enquiries and relay telephone calls and messages
- Set up and maintain manual and computerized information filing systems
- Determine and establish office procedures
- Greet visitors, ascertain nature of business and direct visitors to employer or appropriate person
- Record and prepare minutes of meetings
- Arrange travel schedules and make reservations
- May compile data, statistics and other information and may conduct research
- May organize conferences
- May supervise and train other staff in procedures and in use of current software.

Common Job Titles

- executive secretary (except legal and medical)
- private secretary
- secretary (except legal and medical)
- technical secretary

Typical Employers

- employed throughout the private and public sectors

Labour Market

Working in Canada

1. Employment potential for the Kawartha/Muskoka Region is Limited. (Working in Canada)

http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=1241&action=final®ionKeyword=Peterborough%2C+Ontario&s=2&source=0&titleKeyword=executive+secretary+%28except+legal+and+medical%29#report_tabs_container2

Key Research Findings

HRDSC

2. National Outlook 10-Year Projection (2011-2020)

Occupations in this group	Secretaries (except Legal and Medical) (1241), Legal Secretaries (1242), Medical Secretaries (1243), Court Recorders and Medical Transcriptionists (1244)
Employment (non-student) in 2010	180,010
Median Age of workers in 2010	45.8
Average Retirement Age in 2010	61

- For **Secretaries, Recorders And Transcriptionists**, over the 2011-2020 period, job openings (arising from expansion demand and replacement demand) are expected to total **73,900** and **21,156** job seekers (arising from school leavers, immigration and mobility) are expected to be available to fill the job openings.
- Over the 2008-2010 period, this occupation experienced a significant drop in employment, whereas the unemployment rate increased at the same pace as that for all occupations. The average hourly wage increased in recent years at the same rate as the average hourly wage for all occupations. In fact, the drop in employment in recent years is attributable to a significant decline in employment that began in the early 1990s following the introduction of new technologies, which revolutionized secretarial work, and the specialization of administrative duties. If not for the very large number of workers who left this occupation for other prospects, the unemployment rate would have climbed even higher. Nevertheless, in 2010 it fell within the average for all occupations. Key labour market indicators show that job seekers exceeded job openings in this occupation.
- According to Employment Ontario the Opportunities for employment in this occupation are expected to be limited over the period from 2009 to 2013 due to the widespread application of new office automation.
- According to Employment Ontario (Estimates 2006), 10% workers in this group were self-employed, and 68% Full Time
- Local wage for Kawartha/Muskoka Region 2010:
Low: \$11.00 Average: \$19.48 High: \$27.14
http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=1241&action=final®ionKeyword=Peterborough%2C+Ontario&s=1&source=0&titleKeyword=executive+secretary+%28except+legal+and+medical%29#report_tabs_container2

US Bureau of Labour

<http://www.bls.gov/oco/ocos211.htm#outlook>

Job Outlook

Employment change. Overall employment of secretaries and administrative assistants is expected to grow 12 percent from 2010 to 2020, about as fast as the average for all occupations. Employment growth, however, will differ by occupational specialty.

Key Research Findings

Employment of executive secretaries and administrative assistants is projected to grow 13 percent from 2010 to 2020, about as fast as the average for all occupations, as these workers continue to provide high-level support for executives.

Employment of medical secretaries is projected to grow 41 percent from 2010 to 2020, much faster than the average for all occupations. Employment growth will be driven by rapid growth of the healthcare and social assistance industries. An anticipated increase in the use of medical services by an aging population will require many additional medical secretaries.

Employment of legal secretaries is expected to grow 4 percent from 2010 to 2020, slower than the average for all occupations. This slow employment growth is due primarily to the slower-than-average growth of the legal industry overall.

Employment of secretaries, except legal, medical, and executive, is expected to grow 6 percent from 2010 to 2020, slower than the average for all occupations. Although developments in office technology are certain to continue, many secretarial and administrative duties are of a personal, interactive nature and are not easily automated. Responsibilities such as planning meetings, working with clients, and instructing staff require tact and communication skills. Because technology cannot currently substitute for these interpersonal skills, secretaries and administrative assistants will continue to play a key role in most organizations.

Job Prospects. In addition to jobs coming from employment growth, numerous job openings will arise from the need to replace secretaries and administrative assistants who transfer to other occupations or retire. Job opportunities should be best for applicants with extensive knowledge of computer software applications. Applicants with a bachelor's degree are expected to be in great demand and will act as managerial assistants who perform more complex tasks.

There is no Sector Council Report available.

Industry Standards:

This occupation does **not** require certification in **Ontario**. This occupation is not regulated in any Canadian province or territory.

Professional Associations:

Employment Requirements:

Employment requirements are prerequisites generally needed to enter an occupation.

- Completion of secondary school is usually required.
- Completion of a one- or two-year college or other program for secretaries
or
Previous clerical experience is required.

[Source: [National Occupational Classification 2006 - HRSDC](#)]

Most employers who advertise are looking for workers who have the following experience and skills:

Experience:

0-2 years

Specific Skills:

Answer telephone and relay telephone calls and messages. Maintain filing system. Schedule and confirm

Key Research Findings

appointments.

Business Equipment and Computer Applications:

Windows, general office equipment, word processing software and electronic mail.

Additional Skills:

Supervise other workers.

[Source: [Labour Market Information - HRSDC](#)]

Educational Programs Leading to this Occupation

Secretaries have normally finished secondary school. College programs focus on a variety of computer applications, customer service, bookkeeping and problem-solving. On the job or industry-specific training may also be required to gain knowledge of specific businesses or products.

Completion of secondary school is usually required. Increasingly, completion of a one or two-year college or other program for secretaries, previous clerical experience, and familiarity with the most common computer software programs for word processing, graphics and spreadsheets are also required. Additional training may be necessary to gain knowledge of specific vocabulary or understanding of the nature of business or products, e.g., insurance.

Source: http://www.tcu.gov.on.ca/eng/labourmarket/oif/pdf/1241_e.pdf

Educational Competitors

Individual Community College/Institute Information

(Click on Program Title to view college program page)

Colleges currently offering this program

Algonquin

[Office Administration – Executive](#) – Diploma

Centennial

[Office Administration – Executive](#) – Diploma

Conestoga

[Office Administration – Executive](#) – Diploma

- Also available part time

Durham

[Office Administration- Executive](#) – Diploma

Fanshawe

[Office Administration – Executive](#) – Diploma

- Co-op

Fleming

[Office Administration – Executive](#) – Diploma

Key Research Findings

Georgian

[Office Administration – Executive](#) – Diploma

Lambton

[Office Administration – Executive](#) – Diploma

- Optional co-op

Mohawk

[Office Administration – Executive](#) – Diploma

Niagara

[Office Administration – Executive](#) – Diploma

- Co-op

Northern

[Office Administration – Executive](#) – Diploma

Sault

[Office Administration – Executive](#) – Diploma

- Accelerated program – 3 semesters

Sheridan

[Office Administration – Executive](#) – Diploma

- 2 years or 16 continuous months

Seneca

[Business Office Skills](#) – Certificate

- Continuous intake, 32 week program
- Non ministry funded course

[Office Administration – Executive](#) – Diploma

- Accelerated program – 3 semesters

St. Clair

[Office Administration – Executive](#) – Diploma

Institution	APS #	Approved Program Name	MTCU Code	Program Weight	Funding Unit
ALGONQUIN	1108	Office Administration - Executive	52316	1.00	2.00
BOREAL	1004	Office Administration - Executive	52316	1.00	2.00
CENTENNIAL	1093	Office Administration - Executive	52316	1.00	2.00
CONESTOGA	1158	Office Administration - Executive	52316	1.00	2.00
DURHAM	1041	Office Administration - Executive	52316	1.00	2.00

Key Research Findings

FANSHAWE	1081	Office Administration - Executive	52316	1.00	2.00
GEORGIAN	1042	Office Administration - Executive	52316	1.00	2.00
LA CITE	1083	Office Administration - Administrative Support	52316	1.00	2.00
LAMBTON	1022	Office Administration - Executive	52316	1.00	2.00
LOYALIST	1069	Office Administration - Executive	52316	1.00	2.00
MOHAWK	1077	Office Administration - Executive	52316	1.00	2.00
NIAGARA	1047	Office Administration - Executive	52316	1.00	2.00
NORTHERN	1070	Office Administration - Executive	52316	1.00	2.00
SAULT	1034	Office Administration - Executive	52316	1.00	2.00
SENECA	1073	Office Administration - Executive	52316	1.00	2.00
SHERIDAN	1028	Office Administration - Executive	52316	1.00	2.00
SSFL	1236	Office Administration - Executive	52316	1.00	2.00
ST CLAIR	1042	Office Administration - Executive	52316	1.00	2.00

Employment Postings:

On June 26, 2012, there were no local job postings for executive secretaries and 1 posting provincially. There were 39 postings under secretary provincially.

Job Number: 6487243

Title: Executive secretary (except legal and medical) (executive personal assistant) ([NOC: 1241](#))

Terms of Employment: Permanent, Full Time, Day

Salary: \$13.00 to \$16.00 Hourly for 44 hours per week, As per collective agreement

Anticipated Start Date: As soon as possible

Location: hamilton, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school, Completion of college/CEGEP/vocational or technical training

Experience: 1 year to less than 2 years

Languages: Speak English, Read English, Write English

Business Equipment and Computer Applications: General office equipment, Internet browser

Typing (Words Per Minute): 41 - 60 wpm

Shorthand (Words Per Minute): 41 - 60 wpm

Technical Terminology: Business

Key Research Findings

Transportation/Travel Information: Own transportation, Own vehicle, Valid driver's licence

Work Conditions and Physical Capabilities: Tight deadlines, Repetitive tasks

Employer: Scrapmen

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: steelcareer@hotmail.com

Advertised until: 2012/07/02

Job Number: 6513389

Title: Administrative secretary ([NOC: 1241](#))

Terms of Employment: Permanent, Part Time leading Full Time, Weekend, Day, Evening

Salary: \$15.00 to \$20.00 Hourly for 28 hours per week

Anticipated Start Date: As soon as possible

Location: Stormont, Dundas and Glengarry, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school

Experience: 3 years to less than 5 years

Languages: Speak English, Speak French, Read English, Read French, Write English, Write French

Work Setting: Private sector, Public sector

Typing (Words Per Minute): 41 - 60 wpm

Shorthand (Words Per Minute): 41 - 60 wpm

Employer: Dr. Luc Leboeuf

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: cldentaire@gmail.com

Advertised until: 2012/07/23

Job Number: 6499486

Title: Receptionist-secretary (Secretary) ([NOC: 1414](#))

Terms of Employment: Casual, Part Time, Evening

Salary: \$15.00 Hourly for 3 hours per week

Anticipated Start Date: As soon as possible

Location: Hearst, Ontario (1 vacancy)

Skill Requirements:

Education: Some college/CEGEP/vocational or technical training

Key Research Findings

Experience: Experience an asset

Languages: Speak English, Speak French, Read English, Read French, Write English, Write French

Work Setting: Public sector

Business Equipment and Computer Applications: Windows, General office equipment, Electronic mail, Electronic scheduler, Word processing software, Internet browser

Typing (Words Per Minute): 0 - 40 wpm

Specific Skills: Greet people and direct them to contacts or service areas, Operate switchboard or telephone system, Answer, screen and forward telephone calls, Record and relay information, Schedule and confirm appointments, Perform clerical duties, such as filing and sorting and distributing mail

Additional Skills: Data entry, Maintain records

Employer: Services de Counselling de Hearst - Kapuskasing - Smooth Rock Falls

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Mail:

29 Byng, suite Suite
Kapuskasing, Ontario
P5N 1W6

In Person between 9:00 and 17:00:

29 Byng, suite Suite
Kapuskasing, Ontario
P5N 1W6

By Fax: (705) 337-6008

Advertised until: 2012/07/06

Job Number: 6501907

Title: Administrative secretary ([NOC: 1241](#))

Terms of Employment: Permanent, Full Time, Shift, Day

Salary: \$11.00 to \$13.00 Hourly for 44 hours per week, Medical Benefits

Anticipated Start Date: As soon as possible

Location: Windsor, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school

Experience: No experience

Languages: Speak English, Read English, Write English

Work Setting: Private sector

Key Research Findings

Business Equipment and Computer Applications: Windows, General office equipment, Electronic mail, Word processing software, Spreadsheet software, Internet browser

Typing (Words Per Minute): 0 - 40 wpm

Shorthand (Words Per Minute): 0 - 40 wpm

Specific Skills: Maintain filing system, Order office supplies and maintain inventory, Answer telephone and relay telephone calls and messages, Computerized bookkeeping and accounting

Security and Safety: Bondable

Transportation/Travel Information: Own transportation

Work Conditions and Physical Capabilities: Fast-paced environment

Essential Skills: Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Computer use, Continuous learning

Employer: Total Scrap Management

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Fax: (519) 948-8281

By E-mail: tsm.cpathak@yahoo.com

Advertised until: 2012/06/29

Job Number: 6486715

Title: Administrative secretary (Retail Store Secretary) ([NOC: 1241](#))

Terms of Employment: Seasonal, Full Time, Weekend, Day, Evening

Salary: \$11.00 to \$12.00 Hourly for 38 hours per week

Anticipated Start Date: As soon as possible

Location: Unionville/Markham, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school

Experience: 1 year to less than 2 years

Languages: Speak English, Read English, Write English

Work Setting: Private sector

Business Equipment and Computer Applications: Windows, General office equipment, Spreadsheet software, Database software, Internet browser

Typing (Words Per Minute): 41 - 60 wpm

Key Research Findings

Shorthand (Words Per Minute): 41 - 60 wpm

Specific Skills: Record and prepare minutes of meetings, seminars and conferences, Schedule and confirm appointments, Maintain filing system, Answer telephone and relay telephone calls and messages, Answer electronic enquiries, Manual bookkeeping and accounting

Security and Safety: Bondable

Work Conditions and Physical Capabilities: Fast-paced environment

Other Languages: Cantonese, Mandarin

Essential Skills: Reading text, Numeracy, Writing, Oral communication, Working with others, Finding information, Computer use

Employer: Sheridan Nurseries

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

In Person between 9:00 and 17:00:

4077 hwy #7

Unionville, Ontario

L3R ,1L5

By E-mail: unionamo@sheridannurseries.com

Online: <http://www.sheridannurseries.com>

Web Site: <http://www.sheridannurseries.com>

Advertised until: 2012/06/30

Job Number: 6502234

Title: Administrative secretary (Dispatch) ([NOC: 1241](#))

Terms of Employment: Permanent, Full Time, Weekend, Day

Salary: \$11.00 to \$12.00 Hourly for 40 hours per week, Group Insurance Benefits

Anticipated Start Date: As soon as possible

Location: New Liskeard, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school

Experience: Experience an asset

Languages: Speak English, Speak French

Business Equipment and Computer Applications: Windows, General office equipment, Word processing software, Spreadsheet software, Database software, Accounting software, Internet browser

Typing (Words Per Minute): 0 - 40 wpm

Key Research Findings

Shorthand (Words Per Minute): 0 - 40 wpm

Area of Specialization: Reports and records, Contracts, Financial statements, Invoices

Specific Skills: Arrange and co-ordinate seminars, conferences, etc., Arrange travel schedules and make reservations, Determine and establish office procedures and routines, Maintain filing system, Answer telephone and relay telephone calls and messages, Computerized bookkeeping and accounting

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure, Tight deadlines, Repetitive tasks

Other Information: On resume please specify which position you are applying for.

Employer: A. Miron Topsoil Ltd.

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Mail:

883265 Hwy 65 East Box 1377
New Liskeard, Ontario
POJ 1P0

In Person between 9:00 and 17:00:

883265 Hwy 65 East Box 1377
New Liskeard, Ontario
POJ 1P0

By Fax: (705) 647-9322

By E-mail: mtopsoil@hotmail.com

Advertised until: 2012/07/10

Job Number: 6492398

Title: Receptionist-secretary (Data Input, Receivables/Payables, Some Accounting) ([NOC: 1414](#))

Terms of Employment: Permanent, Part Time leading Full Time, Day

Salary: \$12.25 to \$15.50 Hourly for 40 hours per week

Anticipated Start Date: As soon as possible

Location: Cambridge, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school, Some college/CEGEP/vocational or technical training

Experience: Will train

Languages: Speak English

Work Setting: Private sector

Business Equipment and Computer Applications: General office equipment

Typing (Words Per Minute): 0 - 40 wpm

Key Research Findings

Specific Skills: Perform clerical duties, such as filing and sorting and distributing mail

Additional Skills: Data entry

Transportation/Travel Information: Own transportation

Work Conditions and Physical Capabilities: Fast-paced environment

Essential Skills: Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Finding information, Computer use, Continuous learning

Employer: Inprotech (Industrial Process Technologies Inc)

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: scottb@inprotechinc.ca

Web Site: <http://www.inprotechinc.ca>

Advertised until: 2012/07/04

Job Number: 6486739

Title: Administrative secretary (Office Secretary) ([NOC: 1241](#))

Terms of Employment: Permanent, Part Time leading Full Time, Day

Salary: \$12.00 to \$15.00 Hourly for 40 hours per week

Anticipated Start Date: As soon as possible

Location: Concord, Ontario (1 vacancy)

Skill Requirements:

Education: Completion of high school, Some college/CEGEP/vocational or technical training

Experience: Experience an asset

Languages: Speak English, Read English, Write English

Business Equipment and Computer Applications: Windows, General office equipment, Word processing software, Spreadsheet software, Accounting software, Internet browser

Typing (Words Per Minute): Not required

Shorthand (Words Per Minute): Not required

Technical Terminology: Business

Area of Specialization: Correspondence, Contracts, Invoices

Employer: Trillium Craft Canada Inc.

How to Apply:

Key Research Findings

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By Fax: (905) 761-0750

By E-mail: trilliumcraft@gmail.com

Web Site: <https://www.trilliumcraft.ca>

Advertised until: 2012/06/30

Job Number: 6468862

Title: Administrative secretary (Admin duties in support of professional employers) ([NOC: 1241](#))

Terms of Employment: Permanent, Full Time, Day

Salary: \$25,000.00 to \$40,000.00 Yearly for 40 hours per week, Medical Benefits, Dental Benefits, Vision Care Benefits

Anticipated Start Date: As soon as possible

Location: Burlington, Ontario (1 vacancy)

Skill Requirements:

Education: Some college/CEGEP/vocational or technical training, Completion of college/CEGEP/vocational or technical training, Some university, Completion of university

Experience: No experience

Languages: Speak English, Read English, Write English

Work Setting: Private sector

Business Equipment and Computer Applications: Windows, General office equipment, Electronic scheduler, Word processing software, Spreadsheet software, Database software, Accounting software, Internet browser

Typing (Words Per Minute): 61 - 80 wpm

Shorthand (Words Per Minute): 0 - 40 wpm

Technical Terminology: Engineering, Financial, Business

Area of Specialization: Reports and records, Contracts, Financial statements, Invoices, Charts, graphs or diagrams

Specific Skills: Record and prepare minutes of meetings, seminars and conferences, Schedule and confirm appointments, Maintain filing system, Order office supplies and maintain inventory, Answer telephone and relay telephone calls and messages, Answer electronic enquiries, Conduct research, Computerized bookkeeping and accounting

Transportation/Travel Information: Own transportation

Work Conditions and Physical Capabilities: Fast-paced environment, Work under pressure

Key Research Findings

Essential Skills: Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Significant use of memory, Finding information, Computer use, Continuous learning

Employer: Bibico Electric Inc

How to Apply:

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

By E-mail: resume@bibico.ca

Web Site: <http://www.bibico.ca>

Advertised until: 2012/06/26