Human Resource Assistant – Payroll Practitioner

PROGRAM OBJECTIVES

Rapid workforce change makes responsible and responsive human resources service delivery and management one of the most pressing and critical areas facing the corporate world. The HRA provides the specialized knowledge, skills and abilities required to successfully deliver fine and valued services that attract and retain human resources in today's complex business environment. This diploma program consists of a range of courses covering the concepts and practices in the field of human resources combined with specific, practical payroll training. Each course blends theory instruction with individual and group application.

CERTIFICATION

Successful graduates of this program will meet the educational requirement of achieving the appropriate passing grades to be eligible for the Payroll Compliance Practitioner (PCP) certification issued by the Canadian Payroll Association (CPA). The certification is nationally recognized as the standard of excellence for payroll training.

To receive full certification, all PCP candidates must obtain or maintain CPA membership, either through an individual membership (a 1-year individual Associate Membership is included in this program), or through a company that has a business membership.

Further, the CPA requires one year of experience (within five years of starting the Payroll Compliance Legislation course) defined as "paying employees accurately and on time, in compliance with legislative requirements, contributing to the full annual payroll cycle." Lastly, candidates need complete an online Certification Declaration.

CAREER OPPORTUNITIES

Opportunities in the human resource field exist in the private sector in both large and small organizations, the public and not-for-profit sectors. A key function in all of these organizations is the delivery of solid, customer focused human resources skills. Now, more than ever, is the right time to enter this growing field with job-ready skills and a practical understanding of the reasons why programs and services are designed and delivered the way that they are. Well-trained human resource assistants play a very real and important role in so many aspects of a successful HR program, and the need for HRAs with an understanding of human resource responsibilities has never been greater.

Examples of job titles are: human resources assistant, recruitment and selection assistant or clerk, job analyst, training specialist, compensation and benefits clerk or coordinator, human resources junior consultant, payroll officer, occupational health and safety clerk, equal employment opportunity clerk and labour relations assistant.

PREREQUISITES

- Grade 12 or equivalent or mature student status. Grade 10 minimum is required for mature student applicants
- Completion of entrance examination

GRADUATION REQUIREMENTS

A student must obtain an overall grade, in each module of at least 70% in order to graduate and receive a diploma. A student must complete all requirements of Student Success Strategies as well as the Field Placement requirements.

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PROGRAM OVERVIEW

Course	Hours
Student Success Strategies	20
Software Lab: Computer Fundamentals	40
Software Lab: Word Processing	40
Software Lab: Spreadsheets	40
Software Lab: Presentations	40
Software Lab: Database Management	40
Bookkeeping Level I and II	80
Business Law	80
Organizational Behaviour	80
Legal Issues in Human Resources	20
Human Resource Management	40
Recruitment and Selection	80
Training and Development	80
Compensation Management	40
Employee Relations and Performance Management	40
Workplace Health and Safety	80
Industrial Relations	80
Human Resource Information Systems	40
Payroll Compliance Legislation	80
Payroll Fundamentals I	80
Payroll Fundamentals II	80
Business Math	40
Writing for Comprehension	40
Image Development	20
Career Planning and Preparation Level I	20
Career Planning and Preparation Level II	20
Field Placement	5 Weeks
TOTAL WEEKS	**72**

COURSE DESCRIPTIONS

Student Success Strategies

In this orientation module, emphasis is placed on thinking about achieving success from Day One. This module stresses the importance of developing non-technical skills to enhance personal, academic, and career success. This includes understanding learning styles and honing practical study skills, such as memory, reading, note-and test-taking techniques. Personal exercises will focus on teamwork, decision making and problem solving skills, setting SMART goals and maintaining a positive attitude; techniques for managing change, stress and conflict will also be explored.

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Software Lab: Computer Fundamentals

Through a combination of theory and hands-on-practice, this module examines the role and use of the computer in today's workplace. Emphasis is placed on those computers outfitted with the Microsoft Windows operating system. Students will review basic computer concepts, Windows OS usage, and complete hands-on training exercises in business-standard software applications, including Microsoft Outlook and Microsoft Word. Keyboarding skills are also honed via daily keyboarding exercises and drills.

Software Lab: Word Processing

This software lab module consists of online training and assessment in Microsoft Word, and builds on the skills introduced in Computer Fundamentals. Students learn a comprehensive set of skills, with coverage including formatting text for layout and appearance, formatting document sections, using styles, working with header/footer content, inserting and formatting tables, graphics and pictures, working with templates and themes, using advanced editing features, and working with mailing tools.

Software Lab: Spreadsheets

This software lab module consists of online training and assessment in Microsoft Excel. Students learn a comprehensive set of skills, with coverage including creating, formatting and printing worksheets, creating simple and advanced formulas, using mathematical, logical, statistical and financial functions, creating and modifying charts and pivot tables, and using data tools.

Software Lab: Presentations

This software lab module consists of online training and assessment in Microsoft PowerPoint. Students learn a comprehensive set of skills centered around the creation of attractive, professional-looking presentations. Students learn how to effectively use and format animations, transitions, pictures, audio, video, charts and tables, as well incorporate speaker notes and annotations into their presentations.

Software Lab: Database Management

This software lab module consists of online training and assessment in Microsoft Access. Students learn a comprehensive set of skills, including creating and modifying database tables, defining table relationships, sorting data, creating simple and advanced queries, creating and formatting forms and reports, and creating and running macros.

Bookkeeping Level I and II

Emphasis is placed on analyzing and recording business transactions using the rules of double-entry bookkeeping. Adjusting journal entries are recorded and basic financial statements prepared. Preparation and posting of journal entries for a merchandising business are examined, coupled with preparation of cost of goods sold, cash and trade discounts, closing entries, and the use of special journals and subsidiary ledgers. Students will learn fundamental accounting principles, understand the classification of assets, liabilities, equities, utilize the double-entry system and a general ledger chart of accounts, post entries to those to accounts, and prepare trial balances and the three financial statements. The complete accounting cycle is examined through closing entries, worksheets and the post-closing trial balance.

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Business Law

An introduction to Canadian business law is provided through a blended lecture and a case study approach. Emphasis is on the application of the law to practical business situations. Topics for discussion include the Canadian legal system, torts affecting property, torts affecting a person, unintentional negligence, the formation of contracts, factors affecting the contractual relationship, and factors that end the contractual relationship. Other topics include the sale of goods and consumer protection, statutes concerning securing debt, and bankruptcy, agency, partnership, and incorporation, regulations pertaining to personal and real property, and legislation regarding copyright, patents, trade-marks, and industrial design.

Organizational Behaviour

An HR employee plays a key role in many organizations as the front line HR service provider to staff and managers. Additionally, strong HR staff and teams that model excellence in relational and behavioural skills can have a real and positive impact on people. Topics such as understanding individual differences, sources of behaviour, choices people make, and how issues come together in groups and organizations is imperative for today's managers. This module covers basic principles of practical human behaviour that can be used by the HR personnel with individuals and groups in organizations, and within assigned teams. Topics include individual differences, motivation, group dynamics, leadership, conflict resolution, organizational culture and organizational structure, and the management of diversity are all considered from a practical point of view.

Legal Issues in Human Resources

This module examines the legal framework of the employer-employee relationship and the legal impact of human resources decisions. The basic framework of employment law, including both statutes and case law, is described. Topics include establishing an employment relationship, the common law obligations of employee and employer, the employer's statutory obligations to its employees, labour relations and collective bargaining, human rights legislation in the workplace, and a detailed examination of the role of agency. The impact of federal and provincial privacy legislation on the activities of the human resource practitioner is explored. Throughout the module, emphasis will be on where to locate information and on how to ensure that workplaces comply with government laws, rules and regulations.

Human Resource Management

This module examines the concepts and practices of human resource management and reviews the purpose of the human resource management function in organizations. Topics include objectives of human resource management, job analysis and job design and the components of human resource planning.

Recruitment and Selection

In today's competitive climate, the role of skilled HR personnel who create and maintain a positive image and workflow through all steps of the hiring process are crucial. This makes recruitment and selection essential components of the employee's training and readiness for the workplace. There are overviews of legal requirements, constraints on recruiting and various recruitment methods. Also examined are steps in the selection process, including types of application banks, details of testing and interviewing methods.

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Training and Development

The training and development function is not just part of human resources management but impacts the organization as a whole. Topics include how to determine training and development needs, training techniques and the design, delivery and evaluation of training and development programs. Orientation and career planning are also discussed.

Compensation Management

Equitable compensation and benefits are a key factor in the attraction, retention and motivation of qualified employees. This module examines the processes, issues and techniques involved in establishing fair and effective compensation and reward programs. Topics include job evaluation, labor market surveys and various approaches to pay and employee benefits. Specific payroll accounting procedures are also covered.

Employee Relations and Performance Management

Evaluating and enhancing employee performance is an important element of a company's managerial strategy. Characteristics of effective performance appraisal systems and a variety of appraisal methods are explored. Employee relations practices such as employee involvement, counseling, discipline, and dismissal, as well as the importance of diversity management are included.

Workplace Health and Safety

In today's business environment, human resource practitioners and human resource assistants must have a solid understanding of health and safety issues, legislation and programs. This module explores federal and provincial safety regulations, and the duties and responsibilities of all the workplace parties. Additional topics include workplace stress, WHMIS programs, safety training, accident investigation and an examination of contemporary safety issues.

Industrial Relations

This module will provide a working knowledge of the institutions and processes that govern the relationship between the employee and employer in the unionized workplace. The legal environment, certification and collective bargaining, collective agreements and their administration are examined. Dispute resolution mechanisms will also be covered. Students will experience the collective bargaining process through an experiential exercise and will consider the many ways in which good preparation and analytical support by HR employees can support the "Team at the Table". In a second extensive exercise, students will learn the ways in which they can support the effective administration and implementation of the collective agreement, or multiple collective agreements.

Human Resource Information Systems (HRIS)

A key element of modern HR departments is some form of automated HR system that works with the payroll process to support effective and efficient administration of employee data. This program will look first at the basic subjects such as employee benefits, salaries and compensation, skills inventories, employee files and records, and special topics such as supporting health and safety programs, licensure and other training information. The purpose and outcome of this module is to give the HR students a basic overview of the HRIS, why it exists, how it works.

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Payroll Compliance Legislation*

Students who complete this module will understand compliance responsibilities that affect organizations, be able to comprehend legislation, and be able to effectively communicate these to all stakeholders. This course will provide students with the payroll-related legislation affecting organizations, as well as the tools to find information and apply that information to different scenarios in relation to individual pay. Specific skills include: describing payroll's objectives and stakeholders; identifying an employee relationship; applying federal and provincial legislation to payroll including: Canada Pension Plan, Employment Insurance, Income Tax, Employment Standards Legislation, Workers' Compensation Acts, and Quebec-specific legislation; and communicating payroll compliance requirements to various stakeholders.

Payroll Fundamentals I*

Students who complete this module will be able to apply payroll legislation and calculate individual pay. This includes all components of individual pay from remuneration, through deductions, to net pay for both regular and non-regular situations. Students will have the content and skills to effectively communicate all aspects of the individual pay calculation process to external and internal stakeholders. Specific skills include: calculating regular individual net pay including allowances, expenses and benefits; calculating non-regular individual net pay including bonus and vacation payments; calculating termination payments; calculating commission payments; completing a Record of Employment; and communicating all aspects of individual pay requirements to various stakeholders.

Payroll Fundamentals II*

Students who complete this module will be able to calculate and report government and third party remittances, year end requirements and accounting for payroll at the compliance level for the organization. Students will be able to effectively communicate these organizational processes and requirements to internal and external stakeholders. Specific skills include: calculating organizational remittances to federal, provincial and third party stakeholders; preparing and accounting documentation for payroll; completing federal year end documentation; completing year end documentation for the province of Quebec; and communicating all aspects of organizational remittance, accounting and year end requirements to various stakeholders.

Business Math

This module provides the students with an understanding of arithmetic, mathematics, and measurements used in common business and industry environments. At the end of the module the student will be able to define whole numbers, fractions, decimals and percentages; become familiar with equations and formulae; and learn the use of graphs.

Writing for Comprehension

Through lectures, textbook exercises, and classroom labs, this module teaches students the skills and knowledge necessary to apply basic business writing skills when creating various memos; routine letters; good news letters; persuasive and bad news letters; presentations; and meeting agendas.

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Image Development

This module teaches the student how to develop and manage a professional image. Topics include: appearance-visual and verbal, interpersonal interaction, business etiquette, and networking skills. At the end of the module, students will have an appreciation and understanding of the importance of a professional image in the business environment.

Career Planning and Preparation Level I

This module introduces tools for planning and preparing for a successful job search, so that students can maintain a career-focused approach throughout their education program. Students will learn about the "Hidden" Job Market and ways to access it in their upcoming job search, how to research opportunities and network for industry contacts, and use appropriate etiquette when communicating with prospective employers. Students will identify their personal skills, values and preferences for the workplace, begin preparation of a professional resume and references, and organize proof documents for their career portfolio. Class discussions on various self-management topics introduced in Student Success Strategies will round out this module, which is a pre-requisite for Career Planning and Preparation - Level II.

Career Planning and Preparation Level II

This module continues to build on the concepts and skills introduced in Career Planning and Preparation - Level I. Students will learn how to conduct an effective job search and identify various methods of applying for work with today's technology. Students will create a personal list of "Top Employers" and target current industry opportunities, while finalizing their professional resume, portfolio and career correspondence. Students will learn to identify the different types and forms of interviews, practice responding to typical questions, and practice follow-up, evaluation and negotiation techniques they can use to ensure success. Self-management topics from Career Planning and Preparation - Level I will be reviewed, with a focus towards on-the-job success in both learner placements and post-graduate employment.

*The three Payroll Compliance Practitioner courses require computer-based learning through the CPA's online portal. An Eastern College facilitator provides guidance throughout these courses.

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