

WHAT OUR GRADUATES SAY

“The reason I wanted to receive my QAA designation is to remain current, up to date and competitive within my field, but also expand my knowledge base and expertise. I’m a true believer in continuous education to improve upon oneself and sticking out from the crowd!”

~ E. Bell, QAA

“What started as a desire and online research for **one** course to take, somehow became a journey of eight courses when I stumbled upon the QAA designation on the Association website. While working through the courses and attending branch meetings, it really sunk in with me that being in the administration field is a profession as valuable as any other. We are **professionals** providing a vital service, so we must continually educate ourselves to keep current to provide the best service we can to our executive **partners**. It’s been an enlightening journey.”

~ C. Mittelstadt, QAA

“Obtaining my QAA has given me a competitive edge to move forward in my career at the college. The reason I pursued my Q.A.A. is because I see great value in the designation and wanted to be part of a nationally recognized association.”

~ C. Hiles, QAA

“I became a member because I wanted to be connected to the profession in addition to my workplace. However, as a new member I quickly realized that membership provided much more information including employment opportunities, information on current work issues and support from the co-members. It reinforces my feeling of belonging to a professional group where I can turn for help and consultation.” ~ H. Zinzuwadia, QAA

WHAT EMPLOYERS SAY

“As a professional services firm the importance of having qualified people completing work for our clients is paramount. We pride ourselves on having a great team of licensed and certified professionals in all of our practices which helps to demonstrate the level of quality that we deliver.

We have been endorsing the QAA program and encouraging our administrative staff to obtain their QAA designation for many years. QAA's provide our business with an expanded scope of capabilities that are advantageous to us and that give us a competitive edge. The skills that these individuals develop through the program are invaluable allowing them to contribute more positively to their teams and enabling them to better support all aspects of our business.

Several of our employees have taken the initiative to go through this program. Although there is a time and cost commitment, we have found that the benefits are well worth it. I would highly recommend anyone in the administrative profession to make obtaining their QAA certification a priority goal in their career.”

~B. Jagger, Director, Human Resources, WSP Canada Inc.

PROMOTING ADMINISTRATIVE EXCELLENCE NATION WIDE

The Association has branches in locations across Canada - check our website to find the branch nearest to you. You may also join our many Association members across Canada who do not reside near an established branch. These professionals are Members-At-Large (MALs).

For more information about the Q.A.A. program please contact:

registrar@aaa.ca

www.aaa.ca

ASSOCIATION OF ADMINISTRATIVE ASSISTANTS
ASSOCIATION DES ADJOINTS ADMINISTRATIFS

QUALIFIED ADMINISTRATIVE ASSISTANT PROGRAM



Professionalism Through Education
Le professionnalisme par l'éducation

WHO ARE WE?

The Association of Administrative Assistants is a voluntary national association administered by its members, for its members. We recognize that as an office professional, your role is fast-paced, demanding and constantly evolving. The Association provides a variety of opportunities and support for its members to maintain currency as an office professional and prepare for future office demands and innovations.



The Qualified Administrative Assistant (QAA) Program, sponsored by the Association, is one of the vehicles available to those interested in advancing their professional development. This program is available through distance, online, correspondence, and lecture courses from universities and colleges across Canada.



WHAT IS THE QAA CERTIFICATION?

Certification is a statement of the skills you have and take with you from role to role. The credentialing process reinforces the value of the courses you've taken, the administrative excellence and core work competencies you have demonstrated, and your commitment to life-long learning.

WHY IS IT IMPORTANT?

Keeping skills up to date with current trends is vital to any role. More and more often Administrative Assistants are being recognized as being key team members and as such, employers are looking for a higher level of professionalism.

Having a professional designation lets your supervisor and co-workers know that you take your professional role seriously and that you do keep your skills current.



WHAT ARE THE BENEFITS OF HAVING THE QAA DESIGNATION?

- Certification is similar in concept to the professional registration that applies to teachers, nurses, doctors, plumbers, accountants, etc: it states that those who have their QAA Certification are benchmarked as being up to the standard required to practice their profession.
- Employers recognize the value of hiring an employee with a professional designation. They also recognize individuals who have worked to complete a personal goal and fully support those who constantly upgrade their skills.
- This accreditation, recognized in the professional environment, can lead to greater challenges, opportunities, and financial remuneration to those who have achieved the Qualified Administrative Assistant (QAA) designation.

ENROLLMENT REQUIREMENTS

- You must be a member of the Association of Administrative Assistants.
- One-time Enrollment fee must be paid and submitted along with completed Enrollment form.

PROGRAM REQUIREMENTS

- 7 university-level courses make up the QAA program:
 - 3 compulsory courses
 - 4 Electives
- Courses must be completed within 7 years.
- As each course is completed a transcript must be provided to the Registrar.
- A minimum of 2 years' experience in an administrative role (verified by letter from employer).



GRADUATION REQUIREMENTS

Besides meeting the program requirements graduates must meet the following:

- Minimum of one year membership in the Association
- Must provide verification from a person in a management position that the QAA applicant possesses a minimum of two years' work experience in an administrative role and possesses a good balance of the Administrative Assistant's core competencies which are covered in the following areas of expertise: Business Management, Technology, Leadership/ Organizational Skills, and Communications/Interpersonal Skills (for more information refer to www.aaa.ca).