

# ADMINISTRATIVE OFFICE ASSISTANT, CERTIFICATE OF ACHIEVEMENT

Successful completion of the Administrative Office Assistant Program will provide the skills necessary for an entry-level office and administrative support in a variety of job positions, including general office clerks, receptionists, information clerks, customer service representatives, and administrative assistants. Students will learn basic oral and written communications. They will learn computer application skills, including the basics of Microsoft Excel, Word, and Outlook. They will learn the fundamentals of computer systems. Students who successfully complete this program may continue their education by taking additional courses that lead to an Associate Degree in Business Management or Supervision.

| Course ID   | Title  | Units/<br>Hours |
|---|--|-----------------|
| <b>REQUIRED CORE (15 units):</b>                          |  |                 |
| BUS V32   | Human Resource Management                    | 3               |
| BUS V61   | Microsoft Word                               | 3               |
| BUS V62   | Microsoft Excel                              | 3               |
| BUS V64   | Computer Fundamentals and Productivity Tools | 2               |
| BUS V94   | Office Skills for Employment                 | 4               |
| <b>REQUIRED ADDITIONAL COURSE:</b>                        |  |                 |
| <b>Select one (1) of the following courses (3 units):</b> |  |                 |
| BUS V44   | Business English                             | 3               |
| BUS V45   | Business Communications                      | 3               |
| <b>TOTAL</b>  |  | <b>18</b>       |

| Year 1                   |  |             |
|--------------------------|--|-------------|
| Fall Semester            |  | Units/Hours |
| BUS V61                  | Microsoft Word                                 | 3           |
| BUS V62                  | Microsoft Excel                                | 3           |
| BUS V64                  | Computer Fundamentals and Productivity Tools   | 2           |
| <b>Units/Hours</b>       |  | <b>8</b>    |
| Spring Semester          |  |             |
| BUS V32                  | Human Resource Management                      | 3           |
| BUS V94                  | Office Skills for Employment                   | 4           |
| BUS V44<br>or BUS V45    | Business English<br>or Business Communications | 3           |
| <b>Units/Hours</b>       |  | <b>10</b>   |
| <b>Total Units/Hours</b> |  | <b>18</b>   |

Upon successful completion of this program, students will be able to:

- Create and edit professional documents in a word processing program (Microsoft Word).
- Create and edit professional documents in a spreadsheet program (Microsoft Excel).
- Communicate effectively and professionally in business situations through writing, speaking, and electronic media.