

PROGRAM OF STUDY

Office Administration - Administrative Office Assistant Certificate less than 18 units

SC Program: CL.3091

This certificate prepares students for work as an entry-level Administrative Assistant. Administrative Assistants work for supervisors, managers, and executives. Students learn the following skills:

Document and Data Handling: how to prepare, modify, and proofread documents such as reports, letters, memos, records, lists, and schedules.

Technology: Working knowledge of Microsoft Office (Word, Excel, Internet Explorer, and Outlook).

Keyboarding: Type 35-40 words per minute. Interpersonal: Meet and greet clients and visitors, maintain a pleasant manner, and project a professional image in person and on the phone.

Confidential: Handling of mail, money, and receipts.

General: Research and price office furniture and supplies with attention to detail. Obtaining on-the-job training through the Worksite Learning course at Shasta College is highly recommended.

This is a locally approved certificate. Upon satisfactory completion of the listed requirements and application for completion of the certificate to Admissions and Records, the student will receive a certificate of completion. This certificate program is not approved through the California Community College Chancellor's Office; therefore, completion of the certificate will not be listed on the student's transcript.

Program Outcomes:

- Define ethical office behavior.
- Define gracious and efficient behavior with office visitors using appropriate customer service skills.
- Schedule appointments including the use of electronic calendaring.
- Organize files and folders electronically.
- Prepare notices, agendas, and minutes for meetings.

GAINFUL EMPLOYMENT INFORMATION: For information about our graduation rates, the median debt of students who completed this certificate, and other important information, please visit our website at http://www.shastacollege.edu/bait_oas_gainful_employment/.

CERTIFICATE REQUIREMENTS:

BUAD 166	Business English	3
CIS 1	Computer Literacy Workshop	3
OAS 10	Excel for Windows I	1
OAS 51	Introduction to Keyboarding and Word	3
OAS 64	Computerized 10-Key	0.5
OAS 152	Keyboarding for Speed and Accuracy	0.5
OAS 158	Office Procedures for Administrative Assistants	3
RESTRICTED ELECTIVES: (Choose three units)		Units
OAS 80	Outlook and	1
OAS 166	Records Management or	2
OAS 110	Medical Terminology	3
Total Units		17