

**Degree Description**

This certificate provides students with the skills needed for an entry level position as an administrative assistant. Emphasis is placed on keyboarding and computer software skills including introductory word processing skills, computer fundamentals, composition and grammatical rules, and business math concepts. Students also learn basic administrative office procedures.

Marketable Skills

1. Communication Skills- Apply basic rules of grammar; utilize terminology applicable to business writing, speaking, and presentations. 2. Teamwork- Work as a team to complete group projects and reach goals by considering different points of view and working with others 3. Time Management- Develop skills needed to complete tasks and meet deadlines. 4. Critical Thinking- Make decisions and apply ethical standards using creative thinking, innovation, inquiry, and analysis of information. 5. Software Integration- Produce documents, spreadsheets, databases, and presentations using Microsoft Office software 6. Desktop Publishing- Use publishing software to create finished documents and forms. 7. Records Management- Use database software to create and maintain electronic records as well as apply records management theories to hard copy records. 8. Customer Service- Apply principles and processes of customer service, including assessing customer needs, quality standards, and customer satisfaction.

<b>Semester I</b>	<b>Hours</b>
<a href="#">POFT 1393 Special Topics: Introduction to Keyboarding</a> <sup>1</sup>	3 hours
<a href="#">POFT 1309 Administrative Office Procedures I</a>	3 hours
<a href="#">BCIS 1305 Business Computer Applications</a>	3 hours
<a href="#">POFT 1301 Business English</a> <sup>2</sup> <i>or</i> <a href="#">ENGL 1301 Composition I</a>	3 hours
<a href="#">POFT 1321 Business Math</a>	3 hours
	<b>15 hours</b>

**Total hours: 15 hours**

<sup>1</sup> May be waived if the student has taken a keyboarding course (touch method) or if the student can keyboard at least 30 words per minute. A Keyboarding test is required.

<sup>2</sup> May be eligible for articulation through the statewide ATC Program. See your high school counselor.

## Course Descriptions

### **POFT 1393 Special Topics: Introduction to Keyboarding**

Topics address recently identified current events, skills, knowledges, and/or attitudes and behaviors pertinent to the technology or occupation and relevant to the professional development of the student. This course was designed to be repeated multiple times to improve student proficiency. Semester Hours 3 (3 lec)

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### **POFT 1309 Administrative Office Procedures I**

Studies current office procedures, duties, and responsibilities applicable to an office environment including telephone skills, time management, travel and meeting arrangements, mail processing, human relations and interview skills. Semester Hours 3 (3 lec)

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### **BCIS 1305 Business Computer Applications**

Introduces and develops foundational skills in applying essential and emerging business productivity information technology tools. The focus of this course is on business productivity software applications, including word processing, spreadsheets, databases, presentation graphics, data analytics, and business-oriented utilization of the internet. (BCIS 1305 is included in the Business Field of Study.) Semester Hours 3 (2 lec/2 lab)

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### **POFT 1301 Business English**

Introduces the practical application of basic language usage skills with emphasis on fundamentals of writing and editing for business. Students will apply the basic rules of grammar, spelling, capitalization, number usage, and punctuation; utilize terminology applicable to technical and business writing; develop proofreading and editing skills; and teaches how to write effective sentences and paragraphs for business applications. Semester Hours 3 (3 lec)

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### **ENGL 1301 Composition I**

Intensive study of and practice in writing processes, from invention and researching to drafting, revising, and editing, both individually and collaboratively. Emphasis is on effective rhetorical choices, including audience, purpose, arrangement, and style. Focus is on writing the academic essay as a vehicle for learning, communication, and critical analysis. Note: ENGL 1301 is a pre-requisite for all 2000-level literature courses. Prerequisite: TSI complete in Writing or the equivalent. Semester Hours 3 (3 lec)

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### **POFT 1321 Business Math**

Instructs the fundamentals of business mathematics including analytical and problem-solving skills for critical thinking in business applications. Applies problem solving skills utilizing electronic calculators. Enables the student to use mathematical approaches in computing percents and their applications in business discounts, interest, taxes, payroll, markups, consumer and business credit investments, and other business applications. Semester Hours 3 (3 lec)

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