

OFFICE ASSISTANT (16 credits) Certificate 99-9119

This certificate prepares students for careers in smaller businesses, home offices, family run businesses and other office support related areas. Individuals with little or no post high school education who are looking to move up within an organization may benefit from this training. Employment potential includes general office, small offices, software applications, and various positions requiring office technology professionals.

Intended learning outcomes include

- Business writing and communication skills
- Customer service abilities
- Basic computer literacy including Windows, Outlook and Internet
- Basic office technology skills including keyboarding, word processing and the Microsoft Office Suite.
- Proofreading, editing, and business filing skills.

Course	Course Name	Credits	Lec-Lab
102-137	Business Communications	1	1 - 0
103-106	Introduction to Microsoft Office	3	3 - 0
104-130	Fundamentals of Customer Service	3	3 - 0
106-108	Proofreading and Editing	1	0 - 2
106-129	Business Filing	1	0 - 2
106-140	Keyboarding	1	0 - 2
106-145	Information Technology Essentials	3	2 - 2
106-146	Word Processing Applications ¹	3	1 - 4

¹ Course has prerequisites.

Course Descriptions

102-137 Business Communications 1 Credit

This course prepares students with both oral and written communication skills required in businesses. In addition to studying interpersonal communications, students learn to write documents typical of the corporate environment. Course activities may include job search materials, memo and letter writing, persuasive messages, formal reports, and effective use of electronic forms of communication. Students completing this course will have acquired the tools to craft effective business written documents and oral communications.

103-106 Introduction to MS Office 3 Credits

This course will introduce students to the Microsoft Office Suite and overview many of the core competencies of Outlook, Word, Excel, Access, PowerPoint, and Explorer. Students will develop the use of technology for both problem solving and decision-making and will be expected to learn to use the resources available to search for answers to problems.

104-130 Fundamentals of Customer Service 3 Credits

This course is designed for learners who desire training in the fundamentals of customer service as they relate to business. It introduces core customer service concepts and an overview of the essential skills needed to succeed in any organization. In addition to dealing with internal and external audiences, specific topics include: listening techniques, verbal and nonverbal communication, dealing with various customer types, use of technology, handling a variety of complex customer situations, as well as an overview of careers within the customer service industry.

106-108 Proofreading and Editing 1 Credit
 Students will develop proofreading skills for identifying and correcting punctuation, grammar, spelling, and usage errors. This course also includes editing skills for improving format, consistency, clarity, conciseness, and completeness. Activities require applying proofreading and editing skills to realistic business communications in both print and electronic formats. Touch keyboarding and basic word processing skills are helpful.

106-129 Business Filing 1 Credit
 Students learn the Association of Records Managers and Administrators (ARMA) filing rules through experience with various filing methods in a practice simulation. Students will also be introduced to file maintenance procedures, supplies, and equipment.

106-140 Keyboarding 1 Credit
 Students will master the computer keyboard by touch including the letters and numeric keypad. Computer software is used to begin development of acceptable speed and accuracy levels. Students completing this course may be ready for 106-131 Keyboarding Applications, or may continue to develop their proficiency and keyboarding abilities in Skillbuilding. This course is not required for students who can demonstrate keyboarding skills of 30 words per minute with 3 or fewer uncorrected errors on a 3-minute timing.

106-145 Information Technology Essentials 3 Credits
 This course provides an introduction to computers and information processing terms, hardware, software, networks, and buying a computer. Major topics also include effective use of a web browser, Microsoft Outlook's electronic mail, calendar, and contacts modules, and the basics of Windows operating system. Touch keyboarding skills are recommended.

106-146 Word Processing Applications 3 Credits
 Students use word processing software to create, format, and edit business documents applying features such as headers/footers, macros, merge, templates, tables, columns, outlines, fonts, and graphics. Software functions, theory and production will be assessed.
Prerequisite: Touch keyboarding speed of 40 words per minute and basic computer skills.

Refer to BTC Catalog for complete course descriptions, program standards, and prerequisites information. BTC is an equal opportunity, access, affirmative action employer and educator.