RCTC PROGRAM PLAN

ADMINISTRATIVE ASSISTANT
Certificate

I. PROGRAM CORE REQUIREMENTS.................................................................28 CREDITS
- BTEC 1220, Human Relations in the Organizations, 3 cr
- BTEC 1320, Document Production, 3 cr
- BTEC 2220, Business Communications, 3 cr
- BTEC 2330, Advanced Document Production, 3 cr
- BTEC 2355, Microsoft Business Applications, 4 cr
- BTEC 2365, Advanced Microcomputer Business Applications, 3 cr
- BTEC 2614, Customer Service Skills and Concepts, 5 cr
- BTEC 2622, Current Workplace Technology, 3 cr
- ENGL 1630, English Grammar for Careers, 3 cr

II. ELECTIVE.................................................................................................2 CREDITS

RECOMMENDED:
- *BTEC 1030, Keyboarding for Speed/Accuracy, 1 cr
- **BTEC 1050, Keyboarding for Professionals, 2 cr
- BTEC 2600, Microsoft Office Outlook, 1 cr
- BTEC 2615, Applied Customer Service Skills, 2 cr
- BTEC 2616, Professionalism in the Workplace, 2 cr
- BTEC 2617, Support Role in Meeting/Event Planning, 2 cr
- BTEC 2870, Employment Strategies, 1 cr
- BTEC 2880, Creating and Showcasing a Professional Portfolio, 1 cr

TOTAL ........................................................................................................30 CREDITS

ADDITIONAL NOTES:
PURPOSE: This abbreviated program is designed to train or retrain students for basic office clerical positions with emphasis placed on business communication that includes document production.

PROGRAM ENTRANCE REQUIREMENTS:
KEYBOARDING PREREQUISITE: Students entering this program must be proficient in keyboarding skills at a minimum of 35 net wpm. Students not meeting this requirement should enroll in BTEC 1020, Keyboarding. This class will not count toward the required credits for the program.

* Recommended for students typing less than 45 wpm.
**Recommended for students typing less than 55 wpm.

Revised: 05/19/2015
Implementation: Fall 2015