DUCT PROGRAM PLAN

ADMINISTRATIVE ASSISTANT
Diploma

I. PROGRAM CORE REQUIREMENTS.................................................................36 CREDITS
    BTEC 1220, Human Relations in Organizations, 3 cr
    BTEC 1320, Document Production, 3 cr
    BTEC 2220, Business Communications, 3 cr
    BTEC 2270, Office Procedures, 3 cr
    BTEC 2235, Quality Digital Transcription, 3 cr
    BTEC 2330, Advanced Document Production, 3 cr
    BTEC 2355, Microsoft Business Applications, 4 cr
    BTEC 2614, Customer Service Skills and Concepts, 3 cr
    BTEC 2615, Applied Customer Service Skills and Concepts, 2 cr
    BTEC 2616, Professionalism in the Workplace, 2 cr
    BTEC 2622, Current Workplace Technology, 3 cr
    BTEC 2870, Employment Strategies, 1 cr
    ENGL 1630, English Grammar for Careers, 3 cr

II. ELECTIVES........................................................................................................2 CREDITS
    RECOMMENDED:
    BTEC 1020, Keyboarding, 1 cr
    BTEC 1030, Keyboarding Speed/Accuracy, 1 cr
    BTEC 2600, Microsoft Office Outlook, 1 cr
    BTEC 2617, Support Role for Meeting/Event Planning, 2 cr
    BTEC 2880, Creating and Showcasing a Professional Portfolio, 1 cr

TOTAL...............................................................................................................38 CREDITS

ADDITIONAL NOTES:
PURPOSE: This program is designed to prepare the student for employment as an Administrative Information Processing Assistant utilizing word processing skills to perform a full range of office tasks. They may handle incoming and outgoing mail, type documents and forms, transcribe business documents from dictation, file and retrieve records, handle telephone calls, and make travel arrangements. They use a wide variety of office equipment including microcomputers, transcribing machines, calculators, and photocopiers. Employment opportunities could be in a medical, manufacturing, insurance, government or in communication.

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, as their elective credit.

Revised: 05/19/2015
Implementation: Fall 2015