

Administrative Office Specialist Professional Certificate Program

The Administrative Office Specialist program provides specialized training in the field of office support services. Participants complete a series of required courses and elective options. Participants may choose to complete additional electives in order to increase versatility and job options. Upon successful completion of the coursework, participants are qualified for entry-level employment as an office assistant, administrative assistant, secretary, office receptionist, administrative technician, administrative specialist or other functional titles within the administrative support/clerical field. Participants are encouraged to seek internships or work experience while completing coursework to further employment opportunities.

Required Courses

- ITEC 3110 Keyboarding I & II Combo** **18 hours/1.2 CEUs/\$250**
 Establish your keyboarding skill and strengthen your foundation through practice and hands on exercises. Emphasis is on good keyboarding technique, touch-typing, and building speed while increasing open text speed and improving accuracy. Course is designed for those with little or no keyboarding experience.
- ITEC 3150 Windows I** **12 hours/1.2 CEUs/\$175**
 Learn to work with multiple applications at a time by moving text and graphics. Use the help feature. Practice right mouse functions and keyboard shortcuts. Create, search and find folders and files. Discover basic file management techniques and customize window settings.
- COMM 3100 Effective Business Communication I** **6 hours/0.6 CEUs/\$150**
 Learn the essential elements of writing business letters, including good news, bad news and persuasive letters. Learn to edit your documents for clarity and conciseness. Develop your verbal communication skills by learning key strategies for communicating in today's fast-paced corporate environment.
Prerequisites: Basic computer skills are needed to complete lab exercises.
- COMM 3105 Effective Business Communication II** **6 hours/0.6 CEUs/\$150**
 Continue to enhance your written communication skills by practicing business email format and etiquette, preparing memos and learning the steps to writing business reports and proposals. Refine your verbal communication skills through role playing small group interactions to include the difficult coworker and the problem employee. Learn effective ways to facilitate meetings and prepare for presentations.
Prerequisites: Successful completion of COMM 3100.
- COMM 3305 Grammar, Editing & Proofreading Skills** **18 hours/1.8 CEUs/\$275**
 Participants learn the basics of editing and proofreading by focusing on contemporary grammar skills. Review the most frequently mistaken grammar and usage rules. Practice editing and proofreading skills on business letters, reports and technical documents.
- ITEC 3400 Word I** **16 hours/1.6 CEUs/\$275**
 Use word processing software to create and edit documents and tables, and format text and paragraphs.
Prerequisites: Successful completion of ITEC 3150 or challenge exam.
- ITEC 3405 Word II** **16 hours/1.6 CEUs/\$275**
 Use word processing software to add illustrations and graphics, create a web page, customize documents with styles and templates, merge documents, sort tables and data, and import items from other office software and the Internet.
Prerequisites: Successful completion of ITEC 3400 or challenge exam.
- ITEC 3500 Excel I** **16hours/1.6 CEUs/\$275**
 Use spreadsheet software to build, edit and format worksheets, develop charts, and work with formulas and functions.
Prerequisites: Successful completion of ITEC 3150 or challenge exam.
- ITEC 3505 Excel II** **16 hours/1.6 CEUs/\$275**
 Use spreadsheet software to manage workbooks, process macros, sort and analyze data, and enhance charts.
Prerequisites: Successful completion of ITEC 3500 or challenge exam.
- ITEC 3700 PowerPoint I** **16 hours/1.6 CEUs/\$275**
 Use presentation software to create slides, insert clipart and logos, work with transitions, and create special effects.
Prerequisites: Successful completion of ITEC 3150 or challenge exam.
- ITEC 3780 Outlook I** **12 hours/1.2 CEUs/\$150**
 Learn to manage email, appointments, task lists, calendars and contacts in one software program. Setup of personal email through Outlook for practice is suggested. Prerequisites: Successful completion of ITEC 3150 or challenge exam.

Visit our website at <http://workforce.tncc.edu/continuingeducation/classregistration.php> or call (757) 825-2937 or 825-2935 for information on how to register

Course schedule is located on our website. Check current schedule of classes for exact course offerings and explanation of administrative policies, including refund policy.

**College credit may be available for successful completion of these courses. See TNCC advanced standing guide for details.*

Required Elective Series

Choose ONE of the following:

BUSC 3185 Time Management

6 hours/0.6 CEUs/\$150

This workshop will discuss the importance of time management in work and personal life and strategies to be more effective at work and at home.

BUSC 3666 Conflict Management in the Workplace

6 hours/0.6 CEUs/\$150

Conflict Management in the Workplace helps you to understand the nature of conflict and to effectively handle conflict situations by applying appropriate strategies. You will learn how to recognize potential conflicts and to defuse them before they flare up. Textbook is required. This is a *Distance Education* course.

Optional Courses

Participants may select one or more computer courses to further enhance skills and knowledge.

ITEC 3120 Computers for Beginners

12 hours/1.2 CEUs/\$175

Lose the fear of computers with plenty of hands-on practice at a slow pace. Learn basic computer terminology and functions, as well as how to save and open documents. Practice left mouse and keyboard functions. Practice editing features in a word-accessory program.

ITEC 3705 PowerPoint II

16 hours/1.6 CEUs/\$275

Use presentation software to enhance charts and graphs with sound and animations, integrate tables and charts from other applications, create a presentation within a presentation, and publish presentations for the World Wide Web.

Prerequisites: Successful completion of ITEC 3700.



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