

CERTIFICATE IN ADMINISTRATIVE OFFICE OCCUPATIONS

Students who receive the Administrative Office Occupations Certificate are prepared for management assignments in the business office environment. This certificate is recommended for both experienced office staff as well as entry-level office workers who are seeking to increase their potential for promotion. Certificate recipients will have expert office skills and in-depth software knowledge. The courses leading to this certificate provide training in office information systems, human relations, business communications, and business records management.

Learning Outcomes

Certificate of Achievement Level Student Learning Outcomes

Students completing the Administrative Office Occupations Certificate of Achievement will:

1. Perform all general office clerk tasks:
 - a. use e-mail to communicate with others;
 - b. understand and utilize filing procedures;
 - c. examine incoming materials and code it numerically, alphabetically or by subject matter;
 - d. enter data electronically in various storage devices;
 - e. use electronic calendars;
 - f. use correct spelling, grammar, and punctuation in prepared documents;
 - g. file data on computers;
 - h. keyboard and file data on computers as well as access information;
 - i. keep payroll records and prepare invoices;
 - j. make photocopies and take inventory;
 - k. set up spreadsheets;
 - l. work with customers and answer questions;
- m. format letters, memos, tables and reports using current office application programs;
- n. compose routine letters memos and e-mail messages.
2. Understand current office procedures and techniques.
3. Prepare various business forms and documentation and understand their purpose.
4. Operate a variety of business machines, including computer equipment, photocopy machines, facsimiles, printers, telephone and calculating machines.
5. Follow directions as well as demonstrate management initiative, dependability and pride in good work.
6. Understand the systems and procedures of organizing and planning office work, and exercise leadership skills in the business environment.

Requirements

Code	Title	Units
Required courses:		
BUS 152	Business Communications	3
OFF 101	Introduction to Microsoft Office Applications	3.5
OFF 120	Microsoft Excel	3
OFF 215	Microsoft Outlook	2
OFF 260	Computer Keyboarding and Document Processing	3.5
OFF 281	Filing and Records Management	3
OFF 285	Administrative Office Procedures	3
OFF 294	Microsoft Word	3
ENGL 101	Academic Reading and Writing	3-5
or ENGL 101E	Academic Reading and Writing	
or ENGL 101H	Academic Reading and Writing Honors	
or SPCH 100	Interpersonal Communication	
or SPCH 100H	Interpersonal Communication - Honors	

Total Units **27-29**

Curriculum Map

1-Year Curriculum Map Example

This map represents one possible pathway through the program and is only for reference.

*It is highly recommended that you make an appointment (<https://www.citruscollege.edu/stdntsrvcounsel/Pages/ApptSchedule.aspx>) to create a customized education plan that fits your needs.

Note: Substitute ENGL 101E (5 units) may be needed based on placement.

Course	Title	Units
Fall Term 1		
OFF 101	Introduction to Microsoft Office Applications	3.5
OFF 260	Computer Keyboarding and Document Processing	3.5
OFF 281	Filing and Records Management	3
ENGL 101 or ENGL 101H	Reading and Composition or Reading and Composition - Honors	4
Units		14
Winter Term 1		
BUS 152	Business Communications	3
Units		3
Spring Term 1		
OFF 120	Microsoft Excel	3
OFF 285	Administrative Office Procedures	3
OFF 294	Microsoft Word	3
Units		9
Summer Term 1		
OFF 215	Microsoft Outlook	2
Units		2
Total Units		28

Career Information

Career Opportunities

There are a variety of careers you can do with this major.

To explore more about this major, schedule an appointment (<https://www.citruscollege.edu/stdntsrv/ctcenter/Pages/ApptSchedule.aspx>) with a career counselor.
