

ADMINISTRATIVE AND OFFICE SUPPORT

◆ Certificate ◆



CLERK/RECEPTIONIST

Course	Credit Hours	Semester Offered	Semester Taken	Complete (Grade)
First Semester (Fall):				
ADM 105 Introduction to Keyboarding	1	F Sp		
BCA 106 Windows Operating Systems	1	F Sp		
BCA 129 Basic Word Processing*	2	F Sp		
BCA 130 Advanced Word Processing*	2	F Sp		
ADM 122 Document Formatting*	2	F Sp		
ADM 171 Records Management	2	F		
	10			
Second Semester (Spring):				
BCA 147 Basic Spreadsheets	2	F		
ADM 155 Essentials of Business English I	2	F Sp		
ADM 156 Essentials of Business English II*	2	F Sp		
ADM 257 Professionalism in the Workplace	2	Sp		
MKT 181 Customer Service Strategies	2	F		
	10			
Total	20			

*Completion of prerequisite course(s) required