

## Clerical Support - Certificate of Proficiency

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The certificate of proficiency in Clerical Support provides students with basic clerical skills necessary for entry-level office positions such as receptionists, file clerks, general office clerks, and data entry clerks. Students develop basic skills in keyboarding and data entry, records and information management, business correspondence, and software applications. Essential workplace skills are also covered. Students are given the opportunity to obtain a Career Readiness Certificate, which is a credential based upon the WorkKeys® assessments that demonstrates to employers that an individual possesses the basic workplace skills required for 21<sup>st</sup> century jobs. All courses in the Certificate of Proficiency in Clerical Support can be applied toward a Technical Certificate in Administrative Support or an Associate of Applied Science degree in Office Management. Students must earn a "C" or above in each required course in order to receive a certificate of proficiency from ANC.

<b>Fall Semester</b>		<b>Credit Hours</b>	
CE 11003	Workplace Essentials	3	
CS 11033	Computer Applications*	3	
OT 11043	Records & Information Management	3	
OT 11084	Keyboarding/Data Entry	4	
OT 11093	Business English	3	

<b>CP Clerical Support</b>			
<b>Minimum Scores Required</b>			
	Math	English	Reading
ACT	13	13	13
Accuplacer	30A	54	36

**TOTAL CERTIFICATE CREDIT HOURS**                      **16**

\*Computer Applications recommends a demonstrated keyboarding speed of 30 net words per minute or a co-requisite of OT 11084 Keyboarding/Data Entry.

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