

Administrative Support - Technical Certificate

The Technical Certificate in Administrative Support prepares an individual to provide administrative support to office managers, administrative assistants, and other office personnel. This certificate builds on the skills obtained with the Certificate of Proficiency in Clerical Support and provides students with more advanced software applications skills, basic accounting skills and enhanced customer service skills. Individuals with this certificate are prepared to become valued team players in a variety of office settings. Students are also given the opportunity to obtain Microsoft Office certifications in Word and Excel. All courses in the Technical Certificate in Administrative Support can be applied toward the Associate of Applied Science degree in Office Management. Students must earn a "C" or above in each required course in order to receive a technical certificate from ANC.

	Credit Hours
Fall Semester	
OT 11084 Keyboarding/Data Entry	4
OT 11093 Business English	3
OT 11043 Records & Information Management	3
CE 11003 Workplace Essentials	3
CS 11033 Computer Applications*	3
Total Credit Hours	16
Spring Semester	
AC 11003 Survey of Accounting	3
OT 21083 Word Processing	3
CS 21003 Spreadsheet Applications	3
MG 21073 Teamwork/Team Building	3
MK 21043 Customer Service	3
Total Credit Hours	15
TOTAL CERTIFICATE CREDIT HOURS	31

TC Administrative Support Minimum Scores Required			
	Math	English	Reading
ACT	15	15	15
Accuplacer	47A 37E	67	53

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