

NAME: _____

STUDENT ID NO. _____

 SPRING SUMMER FALL

YEAR _____

BUSINESS OFFICE SUPPORT SKILLS I CERTIFICATE GUIDE (BOSS I)

PROGRAM GOAL

Prepare students for entry-level office positions. Topics to be covered include basic skills in Microsoft Office applications (Windows and File Organization, Word, Excel, Access, and PowerPoint), Data Entry/10-Key, Customer Service, and general office procedures. Students who receive the certificate will be qualified to apply for such positions as: Office Clerk; Junior Office Assistant; Filing Clerk; Shipping and Receiving Clerk; Bank Teller; Desk Clerk; Call Center Representative; Appointment Setter; Receptionist, Customer Service/Dispatch Representative; Office Support; Data Entry Clerk; Legal Records Clerk; Cashier; Entry level Clerical Support; Financial Teller; Front Desk.

ADVISORY ENTRANCE REQUIREMENTS

Eligibility for noncredit ESL levels 5/6

LEARNING OUTCOMES

Upon completion of the Business Office Support Skills, Phase I Noncredit Certificate, students will be able to:

- Demonstrate accurate keyboard input at a minimum of 30 words per minute and numeric data entry at 175 strokes per minute.
- Use Microsoft Office applications such as Word, Excel, Access, and PowerPoint to produce basic documents.
- Apply basic office procedures to routine office tasks.
- Demonstrate basic knowledge and skills to be successful in an entry-level office position.

EXIT REQUIREMENTS

Successful completion of all courses with a passing grade of C or better; minimum attendance of 80% in all classes is required; Typing 30 wpm with 90% accuracy

BUSINESS OFFICE SUPPORT SKILLS I (360 - 450 Hours)

COURSE	COURSE TITLE	HRS	SEMESTER	M T W R F S	TIME	START DATE	END DATE
BOSS 3501	Customer Service	15		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
BOSS 3502	OR Customer Service Principles*	45		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
BOSS 4503	Business English	90		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
BOSS 4500	OR Business English I*	45		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
BOSS 4501	and Business English II*	45		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
BOSS 5501	Keyboarding for Computers	90		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
BOSS 5502	OR Clerical Keyboarding	90		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
BOSS 5506	Computer Keyboard: Numeric Key	15		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
BOSS 5509	Office Procedures for the 21 st Cent.	45		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
COMP 9889	Intro to MS Office App for Business	90		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
COMP 9951	& Microsoft PowerPoint	15		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
	OR ALL OF THE FOLLOWING			<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
COMP 9952	Internet & Email for the Bus. Office	15		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
COMP 9975	Microsoft Office Applications I	45		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
COMP 9976	Microsoft Office Applications II	45		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
* Waiver Required (See Coordinator)							