

## ADMINISTRATIVE COMPUTER TECHNOLOGY CERTIFICATE PROGRAMS

Administrative Computer Technology offers a three-level certificate program designed to meet the needs of students who primarily seek employment skills. After completing one of the 15-, 30-, or 45-hour certificate plans, students will have sufficient skills to obtain employment in certain entry-level jobs or to advance in their current position. Courses at each level dovetail with the next level and all lead toward the Associate of Applied Science degree. With the assistance of a faculty advisor, a student can design a program of study to meet his or her individual needs. Proficiency in basic English, reading, and math must be demonstrated prior to entry and/or advancement in the program.

Administrative Computer Technology also offers a Customer Services Representative Certificate program. This certificate, developed in cooperation with local business and industry, is designed to provide skills in communication, human relations, and computers. The Customer Services Representative meets the needs of employers in telemarketing and related businesses.

Keyboarding competency of 20 words a minute with five or less errors is a must before entering the Associate degree or certificate plans. Please talk to an ACT advisor in the Applied Science Building if you have questions or concerns.

### Customer Services Representative Level I Certificate (3520)

#### First Semester – 18 Hours

POFI	1301	Computer Applications I	3
HRPO	1311	Human Relations	3
POFT	1301	Business English	3
POFT	1329	Beginning Keyboarding (Non-majors)	3
POFT	1325	Business Math & Machine Applications	3
MRKG	1301	Customer Relations	3

#### Second Semester – 15 Hours

ACNT	1303	Introduction to Accounting I	3
POFT	1313	Professional Development for Office Personnel	3
POFT	2312	Business Correspondence & Communications	3
POFT	2380*	Cooperative Education – Administrative Assistant/Secretarial Science, General	3
SPCH	1318	Interpersonal Communication	3
	or		
SPCH	1321	Business & Professional Speech	3

\*Capstone for Certificate

**Total Hours**

**33**