

Clerical Business (241)

CERTIFICATE PROGRAM

About Our Program

This program is designed to provide the student who has no previous office experience with the minimum entry-level skills required for an office position. Completion of this short-term certificate program indicates to potential employers that the student has taken the initiative to become more employable. Many courses in this program are based in Highland's individualized Office Technology Lab. The lab is staffed at all times with an instructor to assist students with course work. Students are able to proceed through many courses at their own pace and at times that are convenient to both the traditional student and to the person wishing to train for a new field or upgrade his/her skills.

Program Outcomes

Students who complete this program of study will be able to:

- Apply computing knowledge appropriate to emphasis/discipline.
- Demonstrate professional behavior and ethical conduct.
- Demonstrate appropriate social and communication skills.

Nature of Work and Employment

The program graduate will perform entry-level clerk and miscellaneous office tasks as a beginning employee. To advance beyond the entry-level position, the student must be prepared to continue his/her education and gain more technology and office skills background.

Special Considerations

The possession of this certificate may help a person gain his or her first office job; however, the skills gained from this program will not be sufficient to ensure that the person will advance beyond basic entry-level jobs. If a student has previous background in the office technology area, certain required courses may be waived or credit may be allowed through proficiency testing. A workplace experience is encouraged and may be made available.

Program Contacts

Call Highland at 815-235-6121 for the following program contacts:

- Scott Anderson, Vice President of Business, Technology, and Community Programs
- Carol Engelkens, Information Systems Faculty
- Vicki Schulz, Student Advisor/Transfer Coordinator

Required Courses

^	ACCT	105	Elements of Accounting	3
*	BMAC	142	Electronic Calculator	1
*	BUSN	125	Mathematics of Business (or three credits from MATH 157 or above)	3
*	BUSN	141	Business Communications (or COMM 101 or ENGL 121)	3
*	INFT	131	Beginning Microsoft Word	1
	OFFT	151	Keyboarding/Formatting I	4
	OCED	250	Workplace Preparation	1
	PSY	160	Psychology of Human Relations	
		-or-		2/3
*	PSY	161	Introduction to Psychology	

Total Credit Hours =

18/19

* Course has a prerequisite. See course description.

^ Knowledge of Microsoft Excel is recommended for this course.