

Administrative Assistant Certificate- 547I

Program Planning Guide

Program Description: This certificate prepares students for jobs as administrative assistants and office support professionals. It is geared for students who are currently working in a related field or who already have a college degree (or certificate), or have taken a substantial number of college level courses.

Prerequisites: Many classes have prerequisites. Prerequisites are those classes that prove eligibility for entry by testing or by having satisfied prior course work. Course work earned at other institutions must be unofficially evaluated or approved by a program advisor before registering. Courses in this certificate with pre-requisites are marked with an asterisk (*). See catalog for more information.

Administrative Assistant Prerequisites: Type 25 cwam, placement into ENGL097 or higher or placement into ABE 040 or higher, MATH081

Note: Advanced placement testing, work experience and transfer of credits may result in some course waivers, credit transfer and advanced placement.

Program Requirements		
Course Number	General Education/Related Instruction Requirements (15 credits)	Credit Hours
BUS 131*	Integrated Communications (see Note 1)	5
BUS 116*	Business Math/Spreadsheets (see Note 2)	5
BUS 140	Customer Relations	5
	Certificate Requirements (35 credits)	
BUS 106*	Keyboarding/Skillbuilding (see Note 3)	3
BUS 112	Multicultural Issues in the American Workplace	5
BUS 124	Excel for Business (see Note 4)	5
BUS 169	Using Computers in Business I	5
BUS 170*	Information Technology I (see Note 5)	5
BUS 182*	Information and Database Management (see Note 6)	5
BUS 230*	Business Communications (see Note 7)	5
CWE 101	Portfolio, Job Search and Interviewing	2
	Total Credits: (excluding prerequisites)	50

Notes:

1. Must have placement into ENG 097 or higher or placement into ABE 040 or higher.
2. MATH081 or placement into MATH084 or higher strongly recommended or ABE 031.
3. Must have BUS 105 or recommend 25 wpm keyboarding by touch. Course may be taken up to three times to assist students in achieving typing skills required by industry.
4. Familiarity with computer usage or successful completion of BUS169 is recommended.

REV Date: 11/21/2016

For more information about our graduation rates, the median debt of students who have completed these program, and other important information, please visit our website at <https://northseattle.edu/about-north/gainful-employment-information>

Administrative Assistant Certificate- 5471

5. Must have ability to touch type at 25 correct words a minute.
6. Must have BUS104 or equivalent; must have BUS105 or equivalent at North.
7. Must have BUS 131. BUS 104 is recommended

Course Sequence: This program of study is outlined by quarter below. Courses should be taken in the indicated sequence. However, it should not be assumed that students will always proceed through their program of study exactly as shown here. The number of quarters listed here is a minimum. Not all courses are offered every quarter. Individual student experiences, educational and training background, and personal schedules and demands all may affect the time it takes to complete this certificate. Also, in general, summer quarter is not considered one of the full-time quarters in the certificate.

1st quarter: BUS106, BUS131, BUS140, BUS169
2nd quarter: BUS112, BUS116, BUS170, CWE101
3rd quarter: BUS124, BUS182, BUS230

Program Outcomes:

- Apply office software technology to increase administrative productivity.
- Use effective customer relations skills to communicate with internal and external customers.
- Create, format and proofread business letters and memos using correct business English.

What Skills do I need to be successful in this field?

- <http://www.onetonline.org/link/summary/43-6014.00> (Secretaries and Administrative Assistants, except Legal, Medical and Executive)
- <http://www.onetonline.org/link/summary/43-9061.00> (Office Clerks, General)

What are some potential job titles?

- Administrative Assistant
- Office Assistant
- Customer Service Representative
- Member Services Representative

Wages, employment trends and pathways

<http://www.onetonline.org/link/summary/43-9061.00#WagesEmployment>

<http://www.onetonline.org/link/summary/43-6014.00#WagesEmployment>

Always contact advising office first for questions and/or planning:

NSC Advising Office: (206) 934-3658 <https://northseattle.edu/advising>

Program Website: <https://northseattle.edu/certificates/administrative-assistant-certificate>

Business Department

Program Contact: William (Bill) Holt (206) 934-4523 william.holt@seattlecolleges.edu

CIP: 52.04 (Business Ops Support and Assistant Services)

REV Date: 11/21/2016

For more information about our graduation rates, the median debt of students who have completed these program, and other important information, please visit our website at <https://northseattle.edu/about-north/gainful-employment-information>