

**Certificate of Proficiency (COP)****Administrative Support**

Administrative support professionals are responsible for performing and coordinating a wide range of activities, managing information flow, providing excellent customer service, and operating and maintaining a wide variety of office equipment. Organizations in a wide variety of industries, including the health care field and medical offices, rely on skilled administrative support staff to keep operations running efficiently and effectively.

**Certificate Requirements**

- **Communications:**  
5 credits - ENGL& 101 English Composition I OR BUS 119 Business Communications.
- **Quantitative/Symbolic Reasoning Skills:**  
5 credits – BUS 104 Business Math Applications OR MATH 088/089 Pre-College Math II OR 5 credits of a higher level math course.
- **Human Relations:**  
5 credits – BUS 144 Management of Human Relations:DIV recommended.

**Program Requirements**

BUS 100	Foundations of Business Success	5
BTEC 104	Into to Business Technology	5
BTEC 111	Word Processing I	5
BTEC 112	Word Processing II	5
BTEC 130	Electronic Calculators	2
BTEC 120	Specialized Applications for Business	3
BTEC 148	Intro to Outlook	2
BTEC 260	Office Procedures	5
BTEC 294	Career Success	2
IT 111 (was CS 111)	Intro to Windows	4
BTEC 131 (was CS 121)	Intro to Spreadsheets	5

To earn an Administrative Support Certificate of Proficiency, you must complete *a minimum of 58 credits* and pass each course listed in the program requirements with a C or above.

**Students completing this program should acquire the following skills and abilities:**

- Communicate professionally in writing and speaking as appropriate to a business-or business-related work environment (GS Communication)
- Apply objective, valid methods of inquiry and problem solving to draw rational, ethical, and coherent conclusions (GS Critical Thinking)
- Apply mathematical information to perform tasks in business and information technology to work environments (GS Numeracy/Quant. Literacy)
- Interact effectively with individuals and groups (GS Interpersonal Relations)
- Demonstrate proficiency in the use of business equipment, computer software, and technology
- Create and manage business documents, spreadsheets, and databases
- Demonstrate competency in records management
- Demonstrate proficiency in organizational skills and assigning priority
- Demonstrate ethical decision-making

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## Planner

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Fall Quarter			Winter Quarter			Spring Quarter			Summer Quarter		
√	Courses	Crs	√	Courses	Crs	√	Courses	Crs	√	Courses	Crs
	BUS 100 (A)	5		BTEC 111 (F,W)	5		BTEC 112 (Sp)	5		BTEC 148 (A)	2
	BUS 144 (A) <b>OR</b> BUS 150 (A)	5		BUS 104 (A) <b>OR</b> MATH 088/099 (A)	5		IT 111 (W,Sp)	4		BTEC 120 (A)	3
	BTEC 104 (F,Sp)	5		BUS 119 (F,W)	5		BTEC 294 (F,W,Sp)	2		BTEC 130 (A)	2
							BTEC 131 (A)	5		BTEC 260 (W,S)	5
<b>Total:</b>		<b>15</b>	<b>Total:</b>		<b>15</b>	<b>Total:</b>		<b>16</b>	<b>Total:</b>		<b>12</b>

Fall Quarter			Winter Quarter			Spring Quarter			Summer Quarter		
√	Courses	Crs	√	Courses	Crs	√	Courses	Crs	√	Courses	Crs
<b>Total:</b>			<b>Total:</b>			<b>Total:</b>			<b>Total:</b>		

**Notes:**

This is a tentative schedule. Students may adjust the credit load according to their needs. The sequence should say approximately as listed above even though there is some flexibility. Consult an advisor if you have any questions.

Legend:

- A - Course usually offered all quarters.
- F - Course usually offered Fall Quarter.
- W - Course usually offered Winter Quarter.
- Sp - Course usually offered Spring Quarter.
- S - Course usually offered Summer Quarter.