

Program Planning Guide
Receptionist Certificate, C25370R0

Program Length: 2 Semesters

Career Pathway Options: Associate in Applied Science Degree in Office Administration (Higher entrance standards required); Associate in Applied Science in Medical Office Administration (Higher entrance standards required); Diploma in Information Administration (Higher entrance standards required)

Program Site/s: Distance; Lee Main Campus - Day; Harnett Main Campus - Day

Required courses:

		Hours				Notes:
		Class	Lab	Clinical	Credit	
OST 137	Office Software Applications	2	2	0	3	
BUS 260	Business Communications	3	0	0	3	
OST 136	Word Processing	2	2	0	3	
OST 164	Office Editing	3	0	0	3	
OST 184	Records Management	2	2	0	3	
BUS 110	Intro to Business	3	0	0	3	
					18	

Total Semester Hours Required for Graduation: 17

Course Descriptions:

BUS 110 Introduction to Business 3-0-3

This course provides a survey of the business world. Topics include the basic principles and practices of contemporary business. Upon completion, students should be able to demonstrate an understanding of business concepts as a foundation for studying other business subjects. This course has been approved for transfer under the CAA and ICAA as a premajor and/or elective course requirement.

BUS 260 Business Communication 3-0-3

Prerequisite: ENG 110 or ENG 111

This course is designed to develop skills in writing business communications. Emphasis is placed on business reports, correspondence, and professional presentations. Upon completion, students should be able to communicate effectively in the work place.

CTS 130 Spreadsheet 2-2-3

This course introduces basic spreadsheet design and development. Topics include writing formulas, using functions, enhancing spreadsheets, creating charts, and printing. Upon completion, students should be able to design and print basic spreadsheets and charts.

OST 136 Word Processing 2-2-3

This course is designed to introduce word processing concepts and applications. Topics include preparation of a variety of documents and mastery of specialized software functions. Upon completion, students should be able to work effectively in a computerized word processing environment.

OST 137 Office Applications I 2-2-3

This course introduces the concepts and functions of software that meets the changing needs of the community. Emphasis is placed on the terminology and use of software through a hands-on approach. Upon completion, students should be able to use software in a business environment.

OST 164 Office Editing 3-0-3

This course provides a comprehensive study of editing skills needed in the workplace. Emphasis is placed on grammar, punctuation, sentence structure, proofreading, and editing. Upon completion, students should be able to use reference materials to compose and edit text.