



## Occupational Aide Readiness (OAR) Project

FVTC Occupational Aide Technical Diploma Series

**\* PROPOSED – Clerical Assistant**

<b>Target Audience:</b>	<ol style="list-style-type: none"> <li>1. High school students transitioning to technical college.</li> <li>2. Students who would not otherwise consider college.</li> <li>3. Current FVTC students who would benefit from additional support.</li> </ol>																																													
<b>Description:</b>	A Clerical Assistant provides a wide variety of services, including any combination of: maintaining basic office records, completing basic mailing projects, preparing basic business documents, using common office software, organizing basic data and information, and taking and relaying telephone messages. Some Clerical Assistants may also perform telephone-based customer service duties.																																													
<b>Course Requirements:</b>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: left;">10-890-100</td> <td>College Success 1</td> <td style="text-align: right;">1 credits</td> </tr> <tr> <td style="text-align: left;">31-809-300</td> <td>Human Relations</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: left;">31-809-304</td> <td>Workplace Diversity</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: left;">31-801-320</td> <td>Essential Workplace Communication</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="text-align: left;">31-804-310</td> <td>Essential Workplace Math</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="text-align: left;">31-890-309</td> <td>Personal Leadership</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: left;">31-890-308</td> <td>Workplace Organization</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: left;">10-890-103</td> <td>Employability Strategies</td> <td style="text-align: right;">1</td> </tr> <tr> <td style="text-align: left;">10-106-107</td> <td>Keyboarding for PC Users</td> <td style="text-align: right;">1</td> </tr> <tr> <td style="text-align: left;">10-103-120</td> <td>MS Office Suite, Introduction</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: left;">10-106-110</td> <td>Business Office Simulation</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="text-align: left;">10-106-160</td> <td>Business Relationship Development</td> <td style="text-align: right;">2</td> </tr> <tr> <td style="text-align: left;">10-106-166</td> <td>Office Fundamentals</td> <td style="text-align: right;">3</td> </tr> <tr> <td style="text-align: left;">10-106-152</td> <td>Office Internship</td> <td style="text-align: right;"><u>2</u></td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total:</b></td> <td style="text-align: right;"><b>29 Credits</b></td> </tr> </table> <p>Dual credit or advanced standing may be available pending a H.S. articulation agreement.</p>	10-890-100	College Success 1	1 credits	31-809-300	Human Relations	2	31-809-304	Workplace Diversity	2	31-801-320	Essential Workplace Communication	3	31-804-310	Essential Workplace Math	3	31-890-309	Personal Leadership	2	31-890-308	Workplace Organization	2	10-890-103	Employability Strategies	1	10-106-107	Keyboarding for PC Users	1	10-103-120	MS Office Suite, Introduction	2	10-106-110	Business Office Simulation	3	10-106-160	Business Relationship Development	2	10-106-166	Office Fundamentals	3	10-106-152	Office Internship	<u>2</u>	<b>Total:</b>		<b>29 Credits</b>
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<b>Graduates will be able to:</b>	<ul style="list-style-type: none"> <li>• Demonstrate responsible workplace behaviors.</li> <li>• Demonstrate professional workplace communication, teamwork, and self-advocacy.</li> <li>• Apply basic mathematical reasoning in workplace settings.</li> <li>• Demonstrate effective telephone-based customer service skills.</li> <li>• Organize basic data and information using common office software.</li> <li>• Prepare basic documents in business formats.</li> <li>• Maintain basic office records.</li> <li>• Complete basic mailing projects.</li> <li>• Communicate effectively via spoken word, print, and social media.</li> <li>• Work collaboratively with others in an office setting.</li> </ul>																																													
<b>Career Pathway:</b>	Occupational courses 10-106-120 and 10-106-152 also apply toward the Office Assistant 1-year technical diploma, and 10-106-166 applies toward the Office Assistant technical diploma and the Administrative Professional AAS degree.																																													