

# ADMINISTRATIVE OFFICE ASSISTANT-BILINGUAL (ENGLISH/SPANISH) INTENSIVE TRAINING

## Certificate of Achievement Career/Technical (Major Code: A2045)

The Administrative Office Assistant –Bilingual (English/Spanish) Intensive Training program prepares students to work in a bilingual (English/Spanish) office. Our curriculum is designed to provide the learner with a foundation of computer and necessary clerical skills for an entry-level employment. Students who successfully complete the program will gain a bilingual (English/Spanish) entry-level employment as a receptionist, or clerical support staff in an office environment, school district offices, and local and state government agencies.

El programa intensivo de Asistente Administrativo Bilingüe (inglés/español) prepara a los estudiantes para trabajar en una oficina. Nuestro programa está diseñado para proveer al estudiante, lo básico en computación y los conocimientos necesarios para trabajar en una oficina. Los estudiantes que logren terminar este programa con éxito, podrán ser empleados como recepcionistas, personal de apoyo administrativo en una oficina, en las oficinas de los distritos escolares y en oficinas de gobierno local o estatal.

## Program Student Learning Outcomes

- Work in an office setting interacting with supervisors, co-workers, and the public in a variety of ways, including receiving, clarifying, and providing information and direction in both English and Spanish.
- Solve problems posed within the business office environment by assessing information, including identifying issues, identifying complaints, comparing prices, comparing office systems and software, etc., to determine the best solution/s.
- Interact properly with people of diverse backgrounds at work and in the community providing quality customer service in both English and Spanish.
- Utilize print material and computer/Internet documents such as reports, tables, statistics, and reference materials to produce clear, accurate, and organized documents utilizing word processing applications.

## Gainful Employment

The U.S. Department of Education requires colleges to disclose a variety of information for any financial aid eligible program that “prepares students for gainful employment in a recognized occupation.”

Students who complete this program will have acquired the necessary analytical tools to successfully secure gainful employment in the field of study.

For more information regarding the data provided for this program and what it means to you as a student, please feel free to visit our SWC Gainful Employment website at: [www.swccd.edu/gainfulemployment](http://www.swccd.edu/gainfulemployment) (<http://www.swccd.edu/gainfulemployment/>).

Code	Title	Units
<b>Program Requirements <sup>1</sup></b>		
BUS 71	KEYBOARDING II	1
BUS 200A	MICROSOFT WORD: BEGINNING	2.5
BUS 200B	MICROSOFT WORD: ADVANCED	2.5
BUS 206	FILING AND RECORDS MANAGEMENT	2.5
BUS 210	BUSINESS ENGLISH	3
BUS 218	PROCEDURES FOR OFFICE PROFESSIONALS	4
BUS 290	WORK EXPERIENCE IN BUSINESS I	2-4
CIS 122B	SPREADSHEET: SOFTWARE	1
<b>Total Units</b>		<b>18.5-20.5</b>

<sup>1</sup> Some courses within this program may require additional coursework that must be completed prior to enrollment in these courses. Please consult the individual course listings for prerequisites and any other limitations on enrollment.