VIRTUAL ADMINISTRATIVE ASSISTANT (ITC)

Interm Technical Certificate

Career-Technical Program
Interest Areas:
Business Admin. and Management

The Virtual Administrative Assistant certificate is designed for students to develop administrative support skills that can be delivered virtually. These skills include in-depth computer applications, emerging office technology, transcription, and other general clerical skills. Graduates of this program have opportunities to work as employees who telecommute or are independent contractors providing much-needed administrative support skills to a wide variety of organizations.

Contact Information:
Business & Professional Programs Division
Hedlund Building, Room 101
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Program Website (https://www.nic.edu/programs/virtual-administrative-assistant/)

Program Requirements

Course	Title	Credits
Semester 1		
BLDR-120	Financial Business Applications	3
BUSA-101	Introduction to Business	3
CAOT-115	Outlook	1
CAOT-120	Word Processing/Word I	1
CAOT-121	Word Processing/Word II	1
CAOT-122	Word Processing/Word III	1
CAOT-140	Database/Access I	1
CAOT-164	Computer Fundamentals for Technical Programs	1
CAOT-166	Living Online for Technical Programs	1
CAOT-183	Business Editing and Proofreading	3
	Credits	**16**
Semester 2		
CAOT-130	Spreadsheets/Excel I	1
CAOT-131	Spreadsheets/Excel II	1
CAOT-132	Spreadsheets/Excel III	1
CAOT-150	PowerPoint	1
CAOT-184	Records Systems Management	3
CAOT-205	Business Document Formatting/Transcription	2
CAOT-210	Office Procedures	3
CAOT-220	Administrative Support Internship I	3
	Credits	**15**
	Total Credits	**31**

Course Key

GEM | AAS Institutionally Designated | Gateway | Milestone

Program Outcomes

Upon completion of the program, students will be able to:

1. Demonstrate appropriate work relationships and habits, communication skills, and computation skills used in an entry-level virtual office position.
2. Use integrated computational skills to solve a variety of business applications such as inventory, payroll, calculating interest, and budget monitoring.
3. Describe the changing work environment and the skills needed by the Administrative Assistant to function in a changing work environment.
4. Organize and prioritize time and tasks within a business environment.
5. Examine planning and leadership skills and characteristics and evaluate the role they play in organizational success.
6. Use problem solving, interpersonal, and collaborative skills to complete work independently or in a team in an ethical and professional manner.
7. Utilize business terminology and vocabulary to communicate in both written and oral forms following rules of confidentiality.
8. Develop, edit, format, and proofread, correspondence that meet acceptable business standards.
9. Develop and apply project management, records management, and organizational skills to complete office tasks and projects.
10. Use a variety of computer applications to produce multiple documents required in a variety of office settings.
11. Conduct internet searches to locate business information; analyze and evaluate its useful in given business scenarios.
12. Demonstrate the ability to use innovative technologies (such as teleconferences, webinars, blogs, social media, web pages, cloud-based platforms, etc.) in an office environment.
13. Demonstrate professionalism through acceptable attitude, organization and time management skills, and attire.