

VIRTUAL ADMINISTRATIVE ASSISTANT (ITC)

Intermediate 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.

Gainful Employment Information (<https://www.nic.edu/programs/ge/80-CC1/Gedt.html>)

Program Website (https://www.nic.edu/programs/viewprogram.aspx?program_id=80)

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 Program	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 Doc Formatting/Transcription	2
CAOT-210	Office Procedures	3
CAOT-220	Administrative Support Internship I	3
CAOT-250	Office Skills Capstone	1
	Credits	16
	Total Credits	32

Program Outcomes

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

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

Course Key



GEM



WCHE



AAS
Institutionally
Designated



Gateway



Milestone