



# Program Planning Guide

## Receptionist Certificate (C25370R0)

**Program Length:** 2 Semesters

**Program Sites:** Distance; Lee Main Campus - Day; Harnett Main Campus - Day

**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)

Suggested Course Schedule		Class	Lab	Clinical	Credits	Notes:
<b>1st Semester (fall)</b>						
OST 136	Word Processing	2	2	0	3	
OST 164	Office Editing	3	0	0	3	
BUS 110	Introduction to Business	3	0	0	3	
	<b>Total Semester Hrs</b>	<b>8</b>	<b>2</b>	<b>0</b>	<b>9</b>	
<b>2nd Semester (spring)</b>						
OST 137	Office Software Applications	2	2	0	3	
OST 184	Records Management	2	2	0	3	
OST 289	Office Admin Capstone	2	2	0	3	
	<b>Total Semester Hrs</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>9</b>	
<b>Total Semester Hours Credit required for graduation: 18</b>						



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## Course Descriptions

**BUS 110 Introduction to Business**

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.

**OST 136 Word Processing**

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**

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**

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.

**OST 184 Records Management**

This course includes the creation, maintenance, protection, security, and disposition of records stored in a variety of media forms. Topics include alphabetic, geographic, subject, and numeric filing methods. Upon completion, students should be able to set up and maintain a records management system.

**OST 189 Office Admin Capstone**

*Prerequisite: Take one set: Set 1: OST-134 and OST-164; Set 2: OST-136 and OST-164*

This course is designed to be a capstone course for the office professional and provides a working knowledge of administrative office procedures. Emphasis is placed on written and oral communication skills, office software applications, office procedures, ethics, and professional development. Upon completion, students should be able to adapt in an office environment.