



**Office Systems Technology Credential:  
Receptionist Certificate  
C25360R0**

This certificate program provides the graduate with the basic skills necessary to enter the job market as a receptionist. Specific emphases will be placed on general office skills in spreadsheets, oral communication, information and word processing, and records management. Credits earned in this program may be transferred toward a Diploma and/or an Associate in Applied Science Degree in Office Systems Technology and/or an Associate in Applied Science Degree in Medical Office Administration provided the student meets the entrance requirements for the degree/diploma program.

Entrance Standards: See General Admission Standards on page 6  
 Academic Standards: See General Academic Standards on page 18  
 Program Length: 2 semesters  
 Career Pathway Options: Associate in Applied Science Degree in Office Systems Technology (Higher entrance standards required); Associate in Applied Science Degree in Medical Office Administration (Higher entrance standards required); Diploma in Office Systems Technology (Higher entrance standards required); Information and Word Processing Certificate; Receptionist Certificate.  
 Program Site: Lee Campus and Harnett Campus Day and Selected Distance Courses

**Course Requirements for Receptionist Certificate**

<b>A. General Education Required Courses (3 SHC)</b>		<b>C-L-SHC</b>
ENG 115	Oral Communication	3-0-3
<b>B. Required Major Core Courses (14 SHC)</b>		<b>C-L-SHC</b>
CIS 111	Basic PC Literacy	1-2-2
OST 131	Keyboarding	1-2-2
OST 134	Text Entry and Formatting	2-2-3
OST 136	Word Processing	1-2-2
OST 162	Executive Terminology	3-0-3
OST 184	Records Management	1-2-2

Total Semester Hours Credit Required for Graduation: 17

**CIS 111 Basic PC Literacy** 1-2-2  
 This course provides an overview of computer concepts. Emphasis is placed on the use of personal computers and software applications for personal and fundamental workplace use. Upon completion, students should be able to demonstrate basic personal computer skills.

**ENG 115 Oral Communication** 3-0-3  
 This course introduces the basic principles of oral communication in both small group and public settings. Emphasis is placed on the components of the communication process, group decision-making, and public address. Upon completion, students should be able to demonstrate the principles of effective oral communication in small group and public settings.

**OST 131 Keyboarding** 1-2-2  
 This course covers basic keyboarding skills. Emphasis is placed on the touch system, correct techniques, and development of speed and accuracy. Upon completion, students should be able to key at an acceptable speed and accuracy level using the touch system.

**OST 134 Text Entry and Formatting** 2-2-3  
*Prerequisites: OST 131 or equivalent*  
 This course is designed to provide the skills needed to increase speed, improve accuracy, and format documents. Topics include letters, memos, tables, and business reports. Upon completion, students should be able to produce mailable documents and key timed writings at speeds commensurate with employability.

**OST 136 Word Processing** 1-2-2  
 This course introduces 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 162 Executive Terminology** 3-0-3  
 This course is designed to increase and improve proficiency in word usage. Topics include root words, prefixes, suffixes, homonyms, synonyms, and specialized vocabularies. Upon completion, students should be able to use acquired vocabulary skills in the global workplace.

**OST 184 Records Management** 1-2-2  
 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.