



**Office Systems Technology Credential:
Information and Word Processing Certificate
C25360W0**

This certificate program provides the graduate with the basic keyboarding and word processing skills necessary to enter the job market as an information and word processor. Specific emphases will be placed on a variety of office software and the specific capabilities of word processing, office publications, document formatting and editing and proofreading. 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 diploma/degree program.

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); Receptionist Certificate; Information and Word Processing Certificate.

Program Site: Lee Campus and Harnett Campus Day and Selected Distance Courses

Course Requirements for Information and Word Processing Certificate

General Education Required Courses (3 SHC) C-L-SHC
ENG 115 Oral Communication 3-0-3

Required Major Core Courses (12 SHC)

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 236	Advanced Word/Information Processing	2-2-3

Total Semester Hours Credit Required for Graduation: 15

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 236 Adv Word/Information Proc 2-2-3
Prerequisites: OST 135 or OST 136
This course develops proficiency in the utilization of advanced word/information processing functions. Topics include tables, graphics, macros, sorting, document assembly, merging, and newspaper and brochure columns. Upon completion, students should be able to produce a variety of complex business documents.