

# *Career Studies Certificate: Information Processing Technician*

## *– Direct Assessment Competency-Based*

**AREA:** Information Processing Technician

**PURPOSE:** To assist students in developing the basic software skills involved in information processing in the office environment and their applications for a range of office functions

**OCCUPATIONAL OBJECTIVES:** office assistant, office support technician, customer service care center, information technology assistant

### **ADMISSION/COURSE PREREQUISITE REQUIREMENTS:**

Students without keyboarding skill (or limited skill below 25 words per minute) must attain the competencies equivalent to AST 101 Keyboarding I, prior to work on higher level competencies.

Recommendation: Career-seeking students are also encouraged to enroll in the office systems assistant one-year certificate and/or the administrative support technology or the administrative support technology: virtual assistant specialization associate degree program.

**COMPETENCIES:** The following competencies are required for completion of this direct assessment, competency-based education program:

#### **I. Technical Skills**

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##### **I. A. Document Production**

1. Efficiently create business correspondence using advanced formatting features.

##### **I. B. Customized Formatting**

1. Apply automated and customized formatting to business documents
2. Create mail merge documents
3. Create styles and themes in a variety of business documents
4. Apply problem solving skills when designing a multipage document with created tables and indexes using generally accepted business practices for grammar and sentence structure

##### **I. C. Proofreading and Editing Skills**

1. Demonstrate proficiency in proofreading and editing skills, including grammar, spelling, sentence structure, and punctuation
2. Compose clearly written business correspondence using correct grammar, punctuation, and sentence construction
3. Write business letters, reports, and memorandums following correct format and creating a good impression on the reader
4. Edit business manuscripts using the revision symbols used by professional editors

#### **II. Interpersonal Skills**

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##### **II. A. Develop the knowledge, skills, and understanding to make informed academic, social, personal, career, and interpersonal decision**

1. Display high standards of ethical conduct and behaviors
2. Pursue appropriate learning activities contributing to lifelong professional growth
3. Maintain high standards for quality work and responsiveness in providing office administrative services

##### **II. B. Better understand self (values, work ethic, attitudes, professional presence, personal wellness, self-esteem).**

1. Demonstrates behaviors that are consistent with standards for professional and ethical conduct
2. Function effectively as a member of a diverse team to accomplish common goals.

##### **II. C. Select career goals with thought and care, value work and the benefits it brings, and adjust to the inevitable changes in the working world.**

1. Demonstrate a commitment to serving internal and external customers with quality outcomes
2. Apply new technical and business information/knowledge to practical use on the job
3. Research career advancement opportunities

##### **II. D. Demonstrate rational approaches to decision making and problem solving.**

1. Demonstrate through simulations and case studies continued rational approaches to solutions and remedies for office issues.

##### **II. E. Use correct oral and written grammar and develop strategies to avoid communication breakdown.**

1. Conveys information clearly and effectively

#### **III. Office Administration Procedures & Theory**

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##### **III. A. Constantly Changing Workplace**

1. Recognize how economic globalization and changing technology contribute to the dynamic workplace
2. Describe and model the characteristics and conventions of a professional image
3. Discuss and understand the value of working with a diverse workplace team

##### **III. B. Workplace Behaviors**

1. Apply techniques and systems for self-management and balance to be a productive, efficient worker
2. Develop a framework for making ethical decisions
3. Understand and practice leadership behaviors
4. Develop skills for providing effective customer service and recognize the importance of the organization's commitment to customer service

##### **III. C. Communication Essentials**

1. Apply appropriate guidelines for writing email, memos, letters, and reports
2. Prepare and demonstrate effective verbal communication and presentations

#### **IV. Job Search/Employment**

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##### **IV. A. Job Search and Advancement**

1. Demonstrate job search skills required for employment

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2. Demonstrate business awareness and workplace effectiveness.

**V. Other**

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**V. A. Orientation to Virtual Assistant**

1. Orientation to Virtual Assistant (SDV 101) Competencies