

OFFICE SUPPORT, COLLEGE CREDIT CERTIFICATE

Program Code: OFCC
Meta-Major: BUSN
Location(s): Online
Delivery Method(s): Online
Previous Degree Required: HS Diploma
Eligible for Financial Aid: No
Additional Limited Access Application Process Required: No
Program Testing Requirements:
Classification of Instructional Programs (CIP) Code: 52.0204
Florida Department of Education CIP Code: 0552020403

This certificate is part of the [Office Administration A.S.](#) degree program.

This certificate program is comprised of selected courses offered as a part of the [Office Administration Program](#). It is designed to provide the student with the fundamentals in computer applications, mathematics, and business communications that will be valuable to the student planning to work in a medical office environment. The program is also designed to assist in training or retraining of existing employees that are changing roles or positions. [Visit the program page for more details and how to apply.](#)

Certificate Requirements

Code	Title	Credit Hours
Major Courses		
CGS 2100	Microcomputer Applications	3
OST 1100	Keyboarding 1	3
OST 1384	Customer Service	3
OST 2335	Business Communications	3
Total Credit Hours		12

Learning Outcomes: Office Support, College Credit Certificate

- Perform keyboarding and document processing
 - *Core Ability Supported: Process Information*
- Demonstrate customer service skills.
 - *Core Ability Supported: Model Ethical and Civic Responsibility*
- Perform oral and written communication activities
 - *Core Ability Supported: Communicate Effectively*
- Perform records management activities
 - *Core Ability Supported: Process Information*
- Perform office management activities
 - *Core Ability Supported: Work Cooperatively*
- Demonstrate proficiency in a variety of mathematical operations relevant to business using scientific and quantitative reasoning
 - *Supports Core Ability: Think Critically and Solve Problems*