

Administrative Professional Certificate

Conversion Program Guide

2024-2025

For students who began the program prior to Fall 2024

Career Highlights

Skilled and professional administrative support staff are essential members of an organization. They are responsible for a variety of administrative and clerical duties necessary to run day-to-day operations such as scheduling meetings and appointments, organizing and maintaining proper electronic files, and composing correspondence. In addition, they provide managerial and staff support, oversee complex projects, prepare comprehensive reports and presentations, implement office solutions, and analyze and evaluate financial statements.

Explore if this career is the right path for you at: [Career Coach](#).

Program Information

The Administrative Professional Certificate Program is designed to build upon the skills learned in the Business Information Worker I (BIW I) Certificate Program to prepare students for the next level of office and administrative support positions, including administrative assistant, administrative manager, executive secretary, executive assistant, office manager, and administrative specialist.

Students can expect to learn the following: basic oral and written communications; practical keyboarding skills; fundamental computers and information processing skills; basic computer application skills, including beginning Excel, Word, Access, PowerPoint, and Outlook; fundamentals of the internet, digital ethics and awareness, and cloud computing, critical thinking, and problem-solving skills; and hands-on practice integrating Microsoft Office software into real-world simulations. The program will help prepare students to take the Microsoft Office Specialist (MOS) certifications in Word, Excel, Access, PowerPoint, and Outlook and the IC3 Digital Literacy certification. This training is also ideal for incumbent workers to be able to update their existing knowledge and skills relating to this field for more advanced career opportunities.

Eligibility Requirements

To be eligible for the program candidates must:

- 18 years or older.
- [Apply online](#) or in-person at any NOCE Center.
- Complete an online General Orientation at least 24 hours prior to registering for Administrative Professional Certificate Program courses.
- Recommended: Basic English language, reading, writing, and speaking skills, and/or be at an ESL Intermediate High level.
- Recommended: Basic math skills.

Program Location and Contact Information

<p>NOCE Anaheim Campus 1830 W. Romneya Drive Anaheim, CA 92801</p> <p>Career Technical Education (CTE) Office, Room 513 (714) 808-4915 careers@noce.edu</p> <p>Contact for general certificate program information</p>	<p>StarHelp Registration Assistance East Lot Portables: 201-P</p> <p>(714) 808-4679 starhelp@noce.edu</p> <p>Contact for registration assistance</p>	<p>Counseling and Student Services Department, East Lot Portables: 200-P</p> <p>(714) 808-4682 counseling@noce.edu</p> <p>Contact for course advisement, career counseling, and college planning</p>
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Program of Study Leading to a Certificate

This information is for advisement purposes only and is subject to change.

It is recommended that students see a NOCE Counselor upon enrollment to complete an educational plan. Counselor appointments can be made in person at the Anaheim campus in the East Lot Portables, 200-P, by phone at (714) 808-4682, or via email at counseling@noce.edu.

Required Core Courses for Conversion to Customer Relations Certificate Core courses are listed in the order of the program's recommended sequence

If you still need to take:	Enroll in these courses beginning in Fall 2024	Prerequisite(s)	Completion Status
COMP 685: Computer Keyboarding, Beginning	COMP 685: Computer Keyboarding, Beginning		
OTEC 100: Office Essentials	OTEC 100: Office Essentials		
OTEC 105: Microsoft Outlook Fundamentals	OTEC 105: Microsoft Outlook Fundamentals		
BMGR 415: Written Communications for Business	BMGR 415: Written Communications for Business		
OTEC 110: Business Math for Office Technology	OTEC 110: Business Math for Office Technology		
COMP 510: Computer Keyboarding, Mastery I	COMP 510: Computer Keyboarding, Mastery I	COMP 685	
COMP 511: Computer Keyboarding, Mastery II	COMP 511: Computer Keyboarding, Mastery II	COMP 510	
OTEC 210: Computer Concepts and Applications I	OTEC 301: Digital Literacy Preparation		
OTEC 211: Computer Concepts and Applications II	Must Take Both:		
Or	OTEC 216: Windows and Word for Business		
(The three courses listed below are equivalent to OTEC 211)	AND		
OTEC 200: Computer Concepts and Applications II A	OTEC 217: Excel for Business		

<p style="text-align: center;">AND OTEC 201: Computer Concepts and Applications II B</p> <p style="text-align: center;">AND OTEC 202: Computer Concepts and Applications II C</p>			
<p style="text-align: center;">OTEC 212: Computer Concepts and Applications III</p> <p style="text-align: center;">Or</p> <p style="text-align: center;">(The two courses listed below are equivalent to OTEC 212)</p> <p style="text-align: center;">OTEC 205: Computer Concepts and Applications III A</p> <p style="text-align: center;">AND</p> <p style="text-align: center;">OTEC 206: Computer Concepts and Applications III B</p>	<p>OTEC 218: Databases and Presentations for Business</p>	<p style="text-align: center;">OTEC 211 OR</p> <p style="text-align: center;">OTEC 215 OR</p> <p style="text-align: center;">OTEC 216 AND OTEC 217</p>	
<p>OTEC 225: MS Office Integrated Projects</p>	<p>OTEC 225: MS Office Integrated Projects</p>	<p style="text-align: center;">OTEC 211 AND OTEC 212</p> <p style="text-align: center;">OR OTEC 215</p> <p style="text-align: center;">OR OTEC 216 AND OTEC 217</p>	

Completion Timeline

All required courses for the Customer Relations Certificate must be completed and students must maintain Catalog Rights. NO EXTENSIONS and/or EXCEPTIONS WILL BE GIVEN. Students not meeting the requirements and/or not maintaining catalog rights will be required to repeat any classes and/or complete any additional program requirements.

Additional Program Information

Catalog Rights and Completion Deadline

The course requirements for a specific certificate program may change from one catalog to the next and, therefore, may change during the period that a student attends NOCE. Catalog rights established when a student first takes classes at NOCE protect the student from being held for additional program requirements that may be added to a later catalog.

Students maintain catalog rights by maintaining continuous enrollment in one of the following courses at NOCE: Basic Skills, Career Technical Education, Disability Support Services, and English as a Second Language. Continuous enrollment is enrollment in any two of the previous consecutive terms, including Summer, resulting in an academic record of A, B, C, D, F, P (Pass), NP (No Pass), SP (Satisfactory Progress), or W (Withdrawal).

Missing more than two consecutive terms will result in loss of catalog rights due to a break in continuous enrollment.

If continuous enrollment is broken, the student must adhere to the catalog requirements in effect at the time continuous enrollment is re-established and maintained. The lab enrollment in WFPR 100, WFPR101, keyboarding exams, and required certifications (e.g., CPR card) cannot be used to maintain catalog rights. Course substitution and course challenges do not maintain catalog rights.

This policy supersedes all previous catalog rights provisions and applies only to the programs at NOCE.

Course Substitutions:

This program does not allow any course substitutions.

Challenge Exams

Course:	Requirements:
<p>COMP 685: Beginning Keyboarding</p>	<ul style="list-style-type: none"> • Students who are currently enrolled, waitlisted, or have been previously in COMP 685 are NOT eligible for the Keyboard Challenge Exam. • Completed application showing proof of work experience or proof of typing speed of at least 30 NWPM. • Students must pass a 5-minute keyboarding exam by typing a minimum of 35 net words per minute (NWPM) with five or less errors. • Students are allowed to take the challenge exam up to three (3) times within a 30-minute appointment window on the same day. • Students who do not pass the Keyboarding Challenge Exam within the maximum number of attempts will be required to take COMP 685: Beginning Keyboarding. • Contact the CTE Office at careers@noce.edu to request the application.

Program Attendance and Grading Requirements

In-Person Classes	Online Classes
<p><u>First Day Of Class</u> ATTENDANCE ON FIRST DAY OF CLASS IS MANDATORY to secure your place in class. If you are not in class ONE HOUR after the scheduled start time, your spot could be assigned to a student on the waitlist.</p> <p>No student will be allowed to enroll in a class after the established deadline.</p>	<p><u>First Week of Attendance</u> FIRST WEEK OF ATTENDANCE IS MANDATORY to secure your place in class. If you do not sign into your Canvas course and/or contact your instructor by 11:59 p.m. on the third day from the start of the course, your spot could be reassigned to a student on the waitlist and you will be dropped from the course.</p> <p>If you are enrolled in a hybrid class and the first class meeting is scheduled to be in-person, see the First</p>

In-Person Classes	Online Classes
	<p>Day of Class policy for in-person classes.</p> <p>No student will be allowed to enroll in a class after the established deadline.</p>
<p><u>Ongoing Attendance</u> Regular attendance is expected of every student.</p>	<p><u>Ongoing Active Participation</u> Ongoing active participation is expected of every student. Active participation requires more than just logging onto Canvas. Students who do not actively participate on a weekly basis will be dropped from the class up until the second census date.</p>
<p><u>Waitlisted Students</u> Before the class start date, students on the waitlist will be notified via e-mail as soon as a seat is available. Once you receive the e-mail, you will have up to 24 hours to accept the seat. If you do not accept, by the deadline given in your e-mail notification, the seat will be offered to the next student on the waitlist.</p> <ul style="list-style-type: none"> • The waitlist process is only valid <u>before</u> the class start date. • After the class starts, students interested in adding a closed class must have instructor permission, so it is recommended that students who were on the waitlist attend the first day of class and request instructor permission to be added. • For classes five weeks in length or less, students cannot add after the start date. • For classes six weeks in length or more, students cannot add after the second meeting of the class. • No student will be allowed to enroll in a class after the established deadline. 	<p><u>Waitlisted Students</u> Through the first week of classes, students on the waitlist will be notified via e-mail as soon as a seat is available. Once you receive the e-mail, you will have up to 24 hours to accept the seat. If you do not accept, by the deadline given in your e-mail notification, the seat will be offered to the next student on the waitlist.</p> <ul style="list-style-type: none"> • The waitlist process is only valid through the end of the first week of the class. • During the 2nd week of classes, students still interested in adding a closed class must contact StarHelp at (714) 808-4679 or e-mail starhelp@noce.edu • No student will be allowed to enroll in a class after the established deadline.
<p><u>Grading Policy</u> All courses in this program are graded (Pass or No Pass).</p> <p>In order to be eligible to receive a passing grade, students in this program must meet both the minimum attendance requirements and the 80% or higher grading requirement.</p>	<p><u>Grading Policy</u> All courses in this program are graded (Pass or No Pass).</p> <p>To be eligible to receive a passing grade, students in this program must meet both the minimum attendance requirements through ongoing active participation and the 80% or higher grading requirement.</p>

Graduation Check for Program Certificate and Commencement

To receive the certificate and participate in the Commencement Ceremony, students must schedule and attend a Graduation Check/Exit Interview appointment with a NOCE Counselor at the end of their final term to complete the application for the program certificate. If you do not plan on participating in the commencement ceremony, you still must schedule a Graduation Check/Exit Interview appointment with a NOCE counselor.

Once the Records Office receives your application and verifies that all the requirements have been met, the program certificate will be mailed to you.



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Western Association of Schools and Colleges
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Website: www.acswasc.org

The North Orange County Community College District's (NOCCCD) North Orange Continuing Education (NOCE) Administrative Offices are located at 1830 W. Romneya Drive in Anaheim, California 92801. For more information, call 714.808.4645 or visit www.noce.edu. It is the policy of NOCCCD to provide an educational, employment, and business environment in which no person shall be unlawfully subjected to discrimination or sexual harassment, nor unlawfully denied full and equal access to the benefits of District programs or activities on the basis of ethnic group identification, national origin, religion, age, gender, race, color, ancestry, sexual orientation, marital status or physical or mental disability as defined and prohibited by state and federal statutes. The District is also committed to maintaining campuses that are free of harassment, drugs and alcohol. To read the entire NOCCCD nondiscrimination statement, see the policy in the General Information section in the back of the NOCE class schedule.