PROGRAM GUIDEBOOK

OFFICE ASSISTANT, INTRODUCTION

CERTIFICATE

2026-2027

Program Information:

The Office Assistant, Introduction certificate is designed, as the first level in a series of certificate options, to prepare students for entry-level office and administrative support in a variety of job positions, including general office clerks, retail salesperson, customer service representatives, receptionist, and information clerks. Students can be expected to learn the following: basic oral and written communications; basic computer application skills, including beginning Excel, Word, and Outlook; fundamentals of computer systems; and critical thinking and problem-solving skills.

Estimated Starting Salary:

$20.00 to $22.00 average hourly wage

Note: Salary outlook is for Orange County, California and will vary depending on skill, experience, employer, and geographic location.

Eligibility Requirements

To be eligible for the program candidates must:

- Be 18 years of age or older.
- Apply online or in-person at any NOCE Center.
- Complete the online General Orientation at least 24 hours prior to registering for courses.
- Recommended: Basic English language reading, writing, and speaking skills, and/or be at an ESL Intermediate High level.
- Recommended: Basic math skills

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 Room 215, by phone at (714) 808-4682, or via e-mail at counseling@noce.edu. Counseling is available in-person, online, and via telephone at all three NOCE Centers. You can view the locations and operating hours on the NOCE Counseling Webpage.

Course Guide

Course Definitions

Prerequisite: A course or a test that must be successfully completed prior to registering for the listed course.
Co-requisite: A course that must be taken at the same time as another course.
Advisory: A course that is highly recommended and advantageous to course success.

Required Core Courses for Office Assistant, Introduction Certificate
Core Courses are listed in the order of the program's recommended sequence

COMP 685
Course Title: Computer Keyboarding, Beginning
Course Hours: 36

BMGR 415
Course Title: Written Communication- Business
Course Hours: 18

OTEC 100
Course Title: Office Essentials
Course Hours: 24

OTEC 105
Course Title: Microsoft Outlook Fundamentals
Course Hours: 12

OTEC 110
Course Title: Business Math for Office Technology
Course Hours: 24

Required Option

(Must select Option 1 or Option 2)

Option 1

OTEC 216

Course Title: Windows and Word for Business
Course Hours: 36

OTEC 217

Course Title: Excel for Business
Advisory: OTEC 216
Course Hours: 36

Option 2

OTEC 215

Course Title: Computer Concepts and Applications, IBEST
Course Hours: 96

Optional Elective Course

OTEC 301

Course Title: Digital Literacy Preparation
Course Hours: 27

Completion Timeline

All required courses must be completed, and students must maintain Catalog Rights. No extensions and/or exceptions will be given. Those students who do not meet the requirements and/or have not maintained catalog rights will be required to repeat any classes and/or take any additional program requirements.

Catalog Rights

North Orange Continuing Education (NOCE) issues a new catalog each academic year beginning in the fall semester and, if needed, subsequent addendums for the spring and summer terms. The information published in the catalog or catalog addendums is in effect for the academic year beginning with the fall semester and concluding with the summer term.

The course requirements for a specific certificate program may change from one catalog to the next and, therefore, may change during the period of time 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. Additional information can be found on the NOCE Catalog Rights Webpage.

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: COMP 685 Computer Keyboarding, Beginning
For more information and to obtain an application, visit the CTE Challenge Examination Request webpage or contact the CTE Office at careers@noce.edu

Program Attendance and Grading Requirements (In-Person Courses)

First Day of Class

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.

No student will be allowed to enroll in a class after the established deadline.

Ongoing Attendance

Regular attendance is expected of every student.

Waitlisted Students

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 register for the class. If you do not register by the deadline given in your e-mail notification, the seat will be offered to the next student on the waitlist.

- The waitlist process is only valid before 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.

Grading Policy

All courses in this program are graded (Pass or No Pass). 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.

Program Attendance and Grading Requirements (Online Courses)

First Week of Attendance

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.

If you are enrolled in a hybrid class and the first class meeting is scheduled to be in-person, see the First Day of Class policy for in-person classes.

No student will be allowed to enroll in a class after the established deadline.

Ongoing Active Participation

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.

Waitlisted Students

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 register for the class. If you do not register by the deadline given in your e-mail notification, the seat will be offered to the next student on the waitlist.

- 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 admission@noce.edu
- No student will be allowed to enroll in a class after the established deadline.

Grading Policy

All courses in this program are graded (Pass or No Pass). 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.

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 with a NOCE counselor.

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

NOCE Department Contact Information

Career Technical Education

NOCE Anaheim Campus
1830 W. Romneya Drive, Room 513 (Floor 5)
Anaheim, California 92801
(714) 808-4915
careers@noce.edu

Admissions and Records (StarHelp Registration Assistance)

NOCE Anaheim Campus
1830 W. Romneya Drive, (Floor 2)
Anaheim, California 92801
(714) 808-4679
admission@noce.edu
Note: Registration assistance is available at all three NOCE centers. You can view locations on the NOCE Admissions and Records Webpage.

Academic Counseling

NOCE Anaheim Campus
1830 W. Romneya Drive, Room 215 (Floor 2)
Anaheim, California 92801
(714) 808-4682
counseling@noce.edu
Note: Counseling is available in-person, online, and via telephone at all three NOCE centers. You can view the locations and operating hours on the NOCE Counseling Webpage.