

**AREA:** Office Systems Assistant Certificate

**FORMAT:** This program is delivered through direct assessment, competency-based education (CBE). Competencies are performance-based statements about knowledge, skills, and abilities. Direct assessment means that progress and completion are based solely on the attainment of required competencies in lieu of credit hours or clock hours as a measure of student learning. Additional info about this program design is provided in the catalog section on CBE policies.

**LENGTH:** Direct assessment CBE programs are not time-based. Estimated time to completion depends on the student's academic load/attendance status for hours of educational activity per semester and previously attained competencies that are verified by faculty.

**PURPOSE:** Commercial and industrial expansion in Virginia is steadily increasing the demand for qualified records management and word processing personnel. The Office Systems Assistant Program is designed to prepare graduates for full-time employment in a variety of office positions.

**OCCUPATIONAL OBJECTIVES:** data entry specialist, front desk coordinator, information processing specialist, office assistant, office support technician, proofreader/editor, receptionist or records clerk

**PROGRAM REQUIREMENTS:** The program prepares the student to fill clerical and word processing positions and provides fundamental knowledge and skills associated with general office work. The curriculum includes competencies in keyboarding, math, business, word processing and business communications. Students who have satisfactorily completed high school courses in keyboarding with a grade of C or better may take word processing competencies. (Proof by means of a high school transcript must be on file in the Admissions and Records Office.) Upon satisfactory completion of the program, the graduate will receive a certificate in office systems 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.

**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. Format documents using generally accepted business practices
2. Efficiently create business correspondence using advanced formatting features.

**I. B. 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

**I. C. Database and Records Management**

1. Research and discuss records management need for maintaining records and recorded information
2. Develop skills in using the systems and procedures required in the information cycle
3. Apply the principles of filing as they apply to records management systems
4. Apply problem solving skills to select appropriate technology involved in records management specialized functions

**I. D. Presentations**

1. Design visual presentations for specific audiences and purpose using presentation software.

**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

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**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

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**III. Office Administration Procedures & Theory/Business**

**III. A. Constantly Changing Workplace/Business**

1. Describe the environment of business in the United States.
2. Identify the role of organization in the achievement of business goals.
3. Determine the role of automation in achieving a firm's objectives.
4. Explore the fundamentals of small business.
5. Explore the realm of international business

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**IV. Job Search/Employment**

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

1. Demonstrate job search skills required for employment
2. Demonstrate business awareness and workplace effectiveness.

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**V. General Education/Other**

**V. A. Other Requirements**

1. Introduction to Business (BUS 100) Competencies
2. College Composition I (ENG 111) Competencies
3. Orientation to Virtual Assistance (SDV 101) Competencies
4. Introduction to Mathematics (MTH 120) Competencies
5. Approved Social/Behavioral Science Elective Competencies

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This work was funded in part by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. This work was created by Lord Fairfax Community College (LFCC) and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership.