



CLERICAL BUSINESS (241)

Certificate Program

ABOUT OUR PROGRAM

This program is designed to provide the student who has no previous office experience with the minimum entry skills required for an office position. Completion of this short-term certificate program indicates to potential employers that the student has taken the initiative to become more employable.

Many courses in this program are based in Highland's individualized Office Technology Lab. The lab is staffed at all times with an instructor to assist students with course work. Students are able to proceed through many courses at their own pace and at times that are convenient to both the traditional student and to the person wishing to train for a new field or upgrade his/her skills.

NATURE OF WORK AND EMPLOYMENT

The program graduate will perform entry-level clerk and miscellaneous office tasks as a beginning employee. To advance beyond the entry-level position, the student must be prepared to continue his/her education and gain more technology and office skills background.

SPECIAL CONSIDERATIONS

The possession of this certificate may help a person gain his or her first office job; however, the skills gained from this program will not be sufficient to ensure that the person will advance beyond basic entry-level jobs. If a student has previous background in the office technology area, certain required courses may be waived or credit may be allowed through proficiency testing.

PROGRAM CONTACTS

Call Highland at 815-235-6121 for the following program contacts:

- Mr. Scott Anderson, Dean of Business & Technology
- Ms. Denise Johnson, Information Systems Faculty
- Mr. Dana Zimmerman, Coordinator of Career Services/
Student Advisor

Required Courses

ACCT	105	Elements of Accounting	3
*	BMAC	142 Electronic Calculator	1
*	BUSN	125 Mathematics of Business	3
*	BUSN	141 Business Communications (or COMM 101 or ENGL 121)	3
*	INFT	131 Beginning Microsoft Word	1
	OFFT	151 Keyboarding/Formatting I	4
	OCED	250 Career Seminar	1
	PSY	160 Psychology of Human Relations	
		-or-	2/3
	PSY	161 Introduction to Psychology	

Total Hours = 18/19

* Course has a prerequisite. See course descriptions.