

ADMINISTRATIVE OFFICE ASSISTANT-HUMAN RESOURCES CERTIFICATE - 18 CREDITS

About this program

This program is designed to provide the basics of human resource functions and services to individuals who are interested in working in entry-level administrative support positions with a human resources emphasis. This certificate will provide a basic understanding of the professional skills and language/vocabulary needed to perform duties in this role. This certificate may be stacked with other courses and certificates to obtain a diploma or AAS degree.

Program outcomes

1. Apply the principles of grammar, punctuation, spelling, vocabulary, proofreading, editing and formatting.
2. Demonstrate accurate and proficient computer skills using a variety of computer applications.
3. Understand and apply applicable federal, state and local employment regulations and recordkeeping requirements to human resource functions.
4. Demonstrate and apply effective interpersonal communication skills used in the human resources area.
5. Compose and create business correspondence utilizing appropriate communication formats.

Employment

In Minnesota and nationally, a large number of job openings exist for experienced secretaries. Temporary or part-time work is available during peak business periods. Demand for secretaries will be stimulated by the increasing use of information and the trend of secretaries handle more administrative responsibilities such as budgeting, scheduling, and office management, which are not easily automated.

Curriculum overview

Crds	Requirement type
6	Required courses
12	Restricted electives in courses
18	Total

Developmental courses note: A student may be required to enroll in developmental courses in reading, writing and math. A student's scores on the Accuplacer assessment will determine enrollment in developmental courses. The purpose of developmental courses is to prepare students for the demands of a college-level curriculum. *Credits may vary.*

Accreditation: Minnesota State Community and Technical College is accredited by the Higher Learning Commission, a regional accreditation agency recognized by the U.S. Department of Education. More information can be found at www.minnesota.edu/accreditation.

Curriculum requirement details

Required courses

Course	Crds
ADMS1110 - Word Processing	3
ADMS1116 - Business Communications I	3

Other requirements or restricted electives

3 credits from one or more of these Courses:

Course title	Credits
ADMS1120 - Administrative Office Procedures	3
ADMS1130 - Office Software Applications	3

9 credits from one or more of these Courses:

Course title	Credits
HRES1122 - Human Resource Management	3
HRES1126 - Talent Acquisition	3
HRES1134 - Training and Development	3
HRES2204 - Policy Administration	3
HRES2224 - Employee/Labor Relations	3

Course summaries

ADMS1110 - Word Processing (3 credits)

This course introduces students to the word processing techniques needed to facilitate the creating, producing, editing and storing of documents. The course stresses increased proficiency in the computer production of business documents.

ADMS1116 - Business Communications I (3 credits)

This course prepares students for oral, written and non-verbal business communication skills and competencies required within the workplace. Students will apply proper business formats in memos, letters and other business documents using the direct, indirect and persuasive approaches in both formal business and social business style formats. The principles of grammar, punctuation, spelling and word usage will be applied and developed to gain a greater mastery to impart information professionally while matching style and tone in business writing. Other topics may include strategies for internal and external communication situations, audience analysis and communication through technology individually or within teams.

Prerequisites:

ADMS1120 - Administrative Office Procedures (3 credits)

This course covers the skills and procedures required for the administrative office professional within the automated modern office. Topics may include time management, leading teams, handling conflict resolution, managing projects, planning and scheduling events, and arranging travel. Students will develop skills in office procedures, telephone techniques, evaluating equipment and software purchases, budgeting, managing inventory and processing mail. This course will provide the student with in-depth exposure to the roles and responsibilities of an office professional, both ethically and professionally.

ADMS1130 - Office Software Applications (3 credits)

This course is designed to provide the office professional with software application skills in spreadsheets, databases and email as used in the office environment. Spreadsheet topics may include formatting documents, managing workbooks and worksheets, filtering and sorting, and utilizing importing and exporting of data. Databases may also include creating and utilizing tables, queries, forms and reports, and refining sorting and filtering to generate forms and reports. Email topics may include sending, replying and forwarding email, creating contacts, customizing calendar settings, scheduling meetings and appointments, and creating groups and distribution lists.

HRES1122 - Human Resource Management (3 credits)

This course is an introduction to the basic principles of human resource functions and services. It provides a background and understanding for further human resource courses.

HRES1126 - Talent Acquisition (3 credits)

This course covers the basic knowledge of the factors to be considered and the strategies used in the employment process.

HRES1134 - Training and Development (3 credits)

This course covers basic information about the characteristics of effective training and development programs in building an engaged workforce.

HRES2204 - Policy Administration (3 credits)

This course covers basic information and understanding of the need for human resources policies in an organization, types of policies, the process of policy formulation and how policies are used.

HRES2224 - Employee/Labor Relations (3 credits)

This course covers basic information about the history and current role of labor unions, current labor laws and the rights of employees.

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Program Plan — "Fall or Spring Semester"

Locations: Online

1st Fall Term (18 credits)

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