[Administrative Office Technology – Client Support Specialist](https://bluegrass.kctcs.edu/bcis/aot/)

Certificate

Coordinator: Jamie Clark ([jamie.leigh@kctcs.edu](mailto:jamie.leigh@kctcs.edu)) 859-246-6651

Student Name: Student ID:

*Students must meet college readiness benchmarks as identified by the Council on Postsecondary Education or remedy the identified skill deficiencies.*

Semester 1

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Courses | Cr. Hrs. | Term | Grade | Prerequisites | Notes |
| OST 105 Intro. to Information Systems | 3 |  |  |  |  |
| OST 110 Doc. Formatting and Word Proc. | 3 |  |  | Students must type at least 26 wpm or complete OST 101. |  |
| COM 252 Intro. to Interpersonal Comm. | 3 |  |  | OST 105 |  |
| ENG 101 Writing I | 3 |  |  |  |  |
| Total Semester Credit Hours | 12 |  |  |  |  |

Semester 2

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Courses | Cr. Hrs. | Term | Grade | Prerequisites | Notes |
| BAS 201 Cust. Service Improvement Skills | 3 |  |  |  |  |
| OST 215 Office Procedures | 3 |  |  |  |  |
| OST 235 Business Comm. Technology | 3 |  |  |  |  |
| Total Semester Credit Hours | 9 |  |  |  |  |
| Total Certificate Credit Hours | 21 |  |  |  |  |

Graduation Requirements:

* 25% or more of Total Certificate Credit Hours must be earned at BCTC.
* Cumulative GPA must be 2.0 or higher.

Advisor Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Advisor Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Additional Information**

Administrative Office Technology Client Support Specialist certificate is available completely online.

Non-General Education courses older than 5 years will not be accepted without the consent of the Administrative Office Technology program coordinator.

**Embedded Credentials**

|  |  |  |  |
| --- | --- | --- | --- |
| Credential | Title | Requirements | Total Cr. Hours |
| Certificate | Data Entry Operator | OST 105, OST 110 | 6 |

*Reviewed by: Jamie Clark Effective Term: Fall 2021*

*Review Date: 6-22-2021*