



**OFFICE TECHNOLOGY
CALL CENTER CLERK
2010-2011**

Name: _____

SSN/ID: _____

Date: _____

Complete the following program of study:

Certificate in Call Center Clerk (R.226B.CN) Major requirements (16 units minimum)	units	completed	in progress	planned
OT 1 – Computer Basics	1.5			
OT 13A – Microsoft Access Essentials	1.5			
OT 13C – Database Projects	1.5			
*OT 19V – Cooperative Work Experience, Information Systems	1			
OT 23 – Data Entry	3			
OT 25 – Computerized Filing	1.5			
OT 44 – Filing Procedures	1.5			
OT 46 – Championship Typing	1.5			
OT 48 – Today's Receptionist	1.5			
OT 49 – Business English	1.5			

***OT 19V is only offered at the Madera Center.**

Faculty Advisors: Mrs. Toni Ensz (Reedley), Mrs. Pam Gilmore (Reedley) and Mrs. Francine Underwood (Madera)