

PROGRAM OF STUDY

Call Center Clerk Certificate in

The Call Center Clerk certificate provides training that prepares students for entry level work as a data entry clerk, data transcriber, or data technician in businesses such as the Internal Revenue Service, Department of Motor Vehicles, call centers, telemarketing businesses, and catalog companies.

Required Courses		Units
IS62	Computer Troubleshooting and Maintenance	2.5
OT1	COMPUTER BASICS	1.5
OT13A	MICROSOFT ACCESS ESSENTIALS	1.5
OT13C	DATABASE PROJECTS	1.5
OT19V	COOPERATIVE WORK EXPERIENCE - OFFICE TECHNOLOGY	1
OT23	DATA ENTRY	3
OT25	COMPUTERIZED FILING	1.5
OT44	FILING PROCEDURES	1.5
OT46	CHAMPIONSHIP TYPING	1.5
OT48	TODAY'S RECEPTIONIST	1.5
OT49	BUSINESS ENGLISH	1.5
Total Units		18.5

Effective Term: Spring 2012

PID 298