



**BUSINESS  
CALL CENTER CLERK  
2006-2007**

Name: \_\_\_\_\_

SSN/ID: \_\_\_\_\_

Date: \_\_\_\_\_

Complete the following program of study:

<b>Certificate of Completion</b> <b>Major requirements (16 units minimum)</b>	<b>units</b>	<b>completed</b>	<b>in progress</b>	<b>planned</b>
COTR 19V – Cooperative Work Experience, Occupational (see note below)	1			
OT 1 – Computer Basics	1.5			
OT 13A – Microsoft Access Essentials	1.5			
OT 13C – Database Projects	1.5			
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			

**Note: COTR 19V is only offered at the Madera Center.**

Faculty Advisor: Mrs. Francine Underwood (Madera)