

# OFFICE MANAGEMENT - BASIC TECHNICAL CERTIFICATE (BTC)\*

Explore More About This Program: <https://cwi.edu/program/administrative-specialist>

## Program Learning Outcomes

Upon successful completion of this program, students will be able to:

- Exhibit personal attributes such as professionalism, service, and good ethics.
- Demonstrate office procedures related to correspondences, documents, and other records.
- Apply good telephone/receiving customer/office etiquette.
- Communicate accounting information in writing.
- Demonstrate understanding and proper use of accrual accounting.
- Apply the concepts of internal control.
- Demonstrate proficiency using desktop and online accounting software.
- Solve problems related to business such as interest, percentages, and business metrics.