



Administrative Assistant Training

Nationally Certified Program!

A 4-MONTH COURSE TO PREPARE STUDENTS FOR ENTRY-LEVEL EMPLOYMENT IN A BUSINESS OFFICE.



If you enjoy working with computers and documents, want to pursue an exciting career where you will be a valuable part of an organization plus have lots of opportunities for advancement, then a career as an Administrative Assistant is for you!

Administrative Assistants work in a variety of business settings and there is a great demand for well-trained professionals in this field. Job placement assistance is provided for graduates!

Students will receive generalized training to master the skills required for a professional Administrative Assistant and have the opportunity to sit for two certification examinations:

- Administrative Assisting (through the National Occupational Competency Testing Institute-NOCTI)
- Customer Service Professional (through the International Customer Service Association-ICSA)

Tuition: \$1,495.00

Books: \$45.00

Lab Fees: \$40.00

NOCTI Certification Exam Fees: \$125.00

ICSA Certification Exam Fees: \$95.00

**\$1,800
Total**

This 240-hour Training Program covers the following:

- Overview of the Business Office, Roles, and Responsibilities
- Organizational Structure and Diversity of Business Organizations
- Interpersonal Communication Skills and Teamwork
- Ethics and Professionalism
- Records Management
- Document Processing
- Business Writing
- Advanced Technology Skills
- Office Equipment and Supplies
- Office Mailing Systems
- Meeting and Travel Planning
- Reception, Customer Service, & Telephone Skills
- Office Financial Systems & Intro to QuickBooks
- Career Advancement
- Experiential Learning Opportunities
- National Certification in Administrative Assisting
- International Certification in Customer Service

PREREQUISITES / REQUIREMENTS:

IC3 Certification (or equivalent)
 Reading & Math Skills Screening
High School Diploma or GED recommended

We offer this training in a relaxed learning environment with small class sizes and convenient schedules available.

Please call for an appointment to meet with one of our Program Counselors.



Manchester Community Resource Center
 177 Lake Ave. Manchester, NH 03103
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