

**Career-Technical Credit Transfer (CT)<sup>2</sup>  
Administrative and Professional Support Career-Technical Assurance Guide (CTAG)  
September 6, 2016**

The following course, indicated by a Career-Technical Articulation Number (CTAN), is eligible for post-secondary credit and transfer among Ohio's public secondary career-technical institutions and state institutions of higher education. The SCTAI alignment document with ODE competencies and post-secondary learning outcomes can be found on the ODHE website at <https://www.ohiohighered.org/transfer/ct2/ctags>.

<b>CTAPS001 - Office Procedures</b>	<b>Credits: 3 Semester Hours</b>
<p><b>Advising Notes:</b> In order to access post-secondary college credit for this CTAN, the student must:</p> <ul style="list-style-type: none"> <li>• Matriculate to an institution of higher education with an approved or comparable program within 3 years after completing the approved secondary program</li> <li>• Successfully complete <u>ODE secondary course <b>Office Management (142005)</b></u> and earn a qualifying score of <b>54 or higher</b> on the corresponding End of Course examination</li> </ul>	<p>Secondary institutions must have pathway approval from the Ohio Department of Education. Certificate of Affirmation assurances are now incorporated into the CTE-26 application process.</p>

The CTAN identifies the learning outcomes that are equivalent or common in introductory technical courses. In order for students to be able to receive credit under these agreements, the career-technical secondary programs and the post-secondary institutions must document that their course/program content matches the learning outcomes in the CTAN. In accordance with ORC 3333.162, industry standards and certifications provide documentation of student learning. Recognized industry standards are expectations established by business, industry, state agencies, or professional associations that define training program curricular requirements, establishes certification or licensure criteria, and often serves as the basis for program accreditation.

**Requirements and Credit Conditions:**

1. The receiving institution must have a comparable program, major, or course that has been approved through submission to the Ohio Department of Higher Education (CT)<sup>2</sup> approval process for the CTAN listed in this document.
2. Credits apply to courses in the specified technical area at Ohio's public institutions of higher education, if the institution offers courses in the specific technical area. In the absence of an equivalent course, and when the institution offers the technical program, the receiving institution will guarantee to grant and apply an equivalent credit value of the Career-Technical Articulation Number (CTAN) toward the technical requirements of the specific degree/certificate program.
3. The applicant must provide proof to the receiving institution that she/he completed a course that has been approved through the (CT)<sup>2</sup> approval process and that she/he holds the appropriate credential or has passed the end-of-course assessment(s).
4. A career-technical student seeking credit under the terms of this CTAG must apply and be accepted to the college within three years of completing a career-technical education program/course or within the currency of the industry certificate or license.
5. A career-technical student who meets all eligibility criteria will receive the credit hour value for the comparable course as offered at the receiving state institution of higher education.
6. The admission requirements of individual institutions and/or programs are unaffected by the implementation of (CT)<sup>2</sup> outcomes.
7. The transfer of credit, through this CTAG, will not exempt a student from the residency requirements at the receiving institution.

Secondary Career-Technical students must complete the ODE course “142005 Office Management” to be eligible for credit under this CTAG. This pathway is outlined in the Ohio Department of Education’s *Business Administration Career Field Technical Content Standards*.

**CTAPS001 - Office Procedures**

**Credits: 3 Semester Hours**

**General Course Description:** This class is designed to emphasize the roles and responsibilities of an effective administrative assistant such as professionalism; effective verbal and written communications; time, stress, and anger management; office supplies and inventory; travel arrangements; meetings and conferences; ethical behavior; customer service; workplace teams, and more. Self-development and problem solving are also included in this course.

**Credits:** 3 Semester Hours

**Learning Outcomes:**

1. \* Describe the various roles and responsibilities of an effective office professional.
2. \* Develop effective verbal and written communication techniques appropriate for diverse environments.
3. \* Demonstrate effective use of electronic communications.
4. \* Explain the importance of working efficiently and effectively, and describe tools and strategies to improve time management.
5. Demonstrate an understanding of stress and anger management in the workplace and understand the effects of these components on the workplace.
6. Maintain inventory and demonstrate correct procedures for purchasing business supplies, equipment, and services.
7. \* Correctly schedule and manage appointments.
8. \* Plan meetings and events and coordinate business travel.
9. \* Recognize the importance of ethical behavior in the workplace and explain the characteristics of an ethical employee.
10. \* Explain the importance of effective teamwork in an organization.

***\*Asterisk Indicates Essential Learning Outcomes***

**Administrative and Professional Support Panel Participants  
Summer 2016**

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