OFFICE ADMINISTRATION CERTIFICATE: MEDICAL OFFICE SKILLS

Purpose

The Office Administration Certificate: Medical Office Skills provides an introduction to terminology, procedures, practices, records, forms, billings and routines.

The program focuses on the administrative support skills needed to succeed in medical office environments.

Duration

Students must complete the Office Administration Certificate: Medical Office Skills within three years.

Learning Outcomes

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

1. Apply current principles of business English, including accurate grammar, spelling, punctuation, and word choice

2. Compose clear, concise business documents including letters, emails, and reports

3. Apply principles of supervisory management to the work environment

4. Apply principles of decision making to the work environment

5. Demonstrate appropriate technological skills including keyboarding

6. Perform appropriate medical office procedures

7. Perform basic office accounting, payroll, or bookkeeping functions

8. Confidently present information to a group

9. Demonstrate appropriate organizational skills

10. Demonstrate appropriate interpersonal skills

Admission Requirements

Vancouver Community College is a post-secondary institution committed to educating adult learners. Applicants should be 18 years of age or older and a graduate of a secondary school or equivalent.

Program Requirements

Code	Title	Credits
Core Courses		
OACP 1102	Keyboarding For Beginners	1.5
OACP 1103	Writing Business Letters	0.5
OACP 1104	Grammar Review Bus Writing	0.5
OACP 1106	Building Powerful Vocabulary	0.5
OACP 1107	Memos, Emails, and Reports	0.5
OACP 1108	Medical Terminology 1	2.5
OACP 1109	Medical Terminology 2	2.5
OACP 1111	Medical Office Procedures	2
OACP 1123	Business English Skills Test	0
OACP 1127	Supervis/Mgmt DecisionMaking	2
OACP 1137	Medical Office Billing	1
OACP 1155	Clinical Procedures	0.5
OACP 1156	Medical Document Transcription	1.5
Total Credits		**15.5**

Evaluation of Student Learning

Evaluation of the courses is determined by the instructor and may include the following:

- Quizzes
- Tests
- Assignments
- Projects
- Presentations
- Participation
- Group work

Minimum passing grade for each course is a C minus (C-).

Prior Learning Assessment and Recognition (PLAR)

Prior learning assessment and recognition is not available for this program.

Transcript of Achievement

The evaluation of learning outcomes for each student is prepared by the instructor and reported to the Student Records Department at the completion of semesters.

The transcript typically shows a letter grade for each course. The grade point equivalent for a course is obtained from letter grades as follows:

Grading Standard

Grade	Percentage	Description	Grade Point Equivalency
A+	96-100		4.33
A	91-95		4.00
A-	86-90		3.67
B+	81-85		3.33
B	76-80		3.00
B-	71-75		2.67
C+	66-70		2.33
C	61-65		2.00
C-	56-60		1.67
D	50-55		1.00
F	0-49	Failing Grade	0.00

S	70 or greater	Satisfactory – student has met and mastered a clearly defined body of skills and performances to required standards	N/A
U		Unsatisfactory – student has not met and mastered a clearly defined body of skills and performances to required standards	N/A
I		Incomplete	N/A
IP		Course in Progress	N/A
W		Withdrawal	N/A
Course Standings			
R		Audit. No Credit	N/A
EX		Exempt. Credit Granted	N/A
TC		Transfer Credit	N/A

Grade Point Average (GPA)

1. The course grade points shall be calculated as the product of the course credit value and the grade value.
2. The GPA shall be calculated by dividing the total number of achieved course grade points by the total number of assigned course credit values. This cumulative GPA shall be determined and stated on the Transcript at the end of each Program level or semester.
3. Grades shall be assigned to repeated courses in the same manner as courses taken only once. For the purpose of GPA calculation of grades for repeated courses, they will be included in the calculation of the cumulative GPA.