

ESL FOR OFFICE ASSISTANTS

Certificate of Competency

Program # 3P46252

ESL for Office Assistants is designed for intermediate high to advanced ESL students who want to become office assistants in the U.S. This program prepares students with the language and cultural skills necessary to succeed in this entry level position across multiple industries (salons, hotels, law offices, and other businesses). ESL for Work: English for Office Assistants teaches students office assistant skills, such as writing emails and business letters, U.S. office culture and etiquette, how to speak clearly on the phone and understand people over the phone, and U.S. customer service skills. 12 hours in the Student Success Center will allow students to receive continuing support with work skills and their job search, such as interviewing practice and resume drafting.

Code	Title	Hours
Core Courses (Required 120 - 174 Hours)		
ESLA 1302	ESL for I-BEST: English for Office Assistants	108-162
ESLA 001	ESL Student Support Center	12
Total Hours		120-174

Plan of Study

First Year

Semester 1	Hours
ESLA 1306	108-162
ESLA 001	12
120-174	

Total Hours 120-174

List of Courses

ESLA 001 ESL Student Support Center **12-120 Hours**

The ESL Student Support Center provides supplemental English instruction through individual and small group learning. Students can attend instructor-led workshops, focusing on targeted language skills, including conversation and pronunciation, grammar review, and reading and writing strategies. Students are provided opportunities to develop digital literacy skills, practicing English through instructional technology. *(Apportionment)*

ESLA 1306 ESL for I-BEST: English for Starting a Business **108-162 Hours**

Intermediate to advanced ESL students taking this course will develop the English skills needed to start and grow a business. They will learn how to understand U.S. business culture and skills such as reading market data, writing a business plan, using persuasive English in business, giving business presentations, writing advertising. *(Apportionment)*