

TENNESSEE TECHNOLOGY CENTERS
BUSINESS SYSTEMS TECHNOLOGY
COURSE OUTLINE

2010

	1ST TRIMESTER	
	GENERAL OFFICE ASSISTANT CERTIFICATE	
COURSE NUMBER	COURSE TITLE	HOURS
BSTT 1100-10	ORIENTATION AND SAFETY	6
BSTT 1110-10	TECHNOLOGY FOUNDATIONS	30
BSTT 1120-10	LEARNING STRATEGIES	30
BSTT 1130-10	PROFESSIONAL DEVELOPMENT	30
BSTT 1140-10	INTRODUCTION TO COMPUTERS	70
BSTT 1150-10	KEYBOARDING AND DOCUMENT PROCESSING	120
BSTT 1160-10	BUSINESS MATH AND PERSONAL FINANCE	70
BSTT 1170-10	OFFICE PROCEDURES	76
	TOTAL HOURS	432

	2ND TRIMESTER	
	SOFTWARE APPLICATIONS SPECIALIST	
	CERTIFICATE	
COURSE NUMBER	COURSE TITLE	HOURS
BSTT 1200-10	BUSINESS COMMUNICATIONS	132
BSTT 1210-10	INTERMEDIATE DOCUMENT PROCESSING	80
BSTT 1220-10	SPREADSHEET APPLICATIONS	80
BSTT 1230-10	DATABASE APPLICATIONS	80
BSTT 1240-10	PRESENTATION SOFTWARE	40
BSTT 1250-10	EMPLOYABILITY SKILLS	20
	TOTAL HOURS	432

	3RD TRIMESTER ADMINISTRATIVE ASSISTANT DIPLOMA-with ACCOUNTING EMPHASIS	
COURSE NUMBER	COURSE TITLE	HOURS
BSTT 1300-10	ACCOUNTING	200
BSTT 1305-10	PAYROLL	132
BSTT 1310-10	COMPUTERIZED ACCOUNTING	100
	TOTAL HOURS	432

	3RD TRIMESTER ADMINISTRATIVE ASSISTANT DIPLOMA with CUSTOMER SERVICE TECHNOLOGY EMPHASIS	
COURSE NUMBER	COURSE TITLE	HOURS
BSTT 1315-10	ADVANCED TELECOMMUNICATIONS	60
BSTT 1320-10	CUSTOMER RELATIONS MANAGEMENT AND ETHICS	90
BSTT 1325-10	PUBLIC COMMUNICATION	120
BSTT 1330-10	COLLECTIONS MANAGEMENT	60
BSTT 1335-10	CUSTOMER SERVICE TECHNOLOGY TRENDS	102
	TOTAL HOURS	432

	3RD TRIMESTER MEDICAL ADMINISTRATIVE ASSISTANT DIPLOMA with TRANSCRIPTION EMPHASIS	
COURSE NUMBER	COURSE TITLE	HOURS
BSTT 1350-10	MEDICAL TERMINOLOGY	80
BSTT 1355-10	MEDICAL ETHICS	32
BSTT 1360-10	MEDICAL OFFICE PROCEDURES	80
BSTT 1365-10	MEDICAL TRANSCRIPTION	240
	TOTAL HOURS	432

	3RD TRIMESTER MEDICAL ADMINISTRATIVE ASSISTANT DIPLOMA with INSURANCE AND CODING EMPHASIS	
COURSE NUMBER	COURSE TITLE	HOURS
BSTT 1350-10	MEDICAL TERMINOLOGY	80
BSTT 1355-10	MEDICAL ETHICS	32
BSTT 1360-10	MEDICAL OFFICE PROCEDURES	80
BSTT 1370-10	INTRO TO MEDICAL INSURANCE	80
BSTT 1375-10	INTRO TO MEDICAL CODING	100
BSTT 1380-10	ELECTRONIC HEALTH RECORDS	60
	TOTAL HOURS	432

	AVAILABLE CERTIFICATES AND DIPLOMAS (EXIT LEVELS)	
TRIMESTERS	CERTIFICATE/DIPLOMA	CLOCK HOURS
1 TRIMESTER	GENERAL OFFICE ASSISTANT CERTIFICATE	432
2 TRIMESTERS	SOFTWARE APPLICATIONS SPECIALIST CERTIFICATE	864
3 TRIMESTERS	ADMINISTRATIVE ASSISTANT DIPLOMA with ACCOUNTING EMPHASIS	1296
3 TRIMESTERS	ADMINISTRATIVE ASSISTANT DIPLOMA with CUSTOMER SERVICE TECHNOLOGY EMPHASIS	1296
3 TRIMESTERS	MEDICAL ADMINISTRATIVE ASSISTANT DIPLOMA with TRANSCRIPTION EMPHASIS	1296
3 TRIMESTERS	MEDICAL ADMINISTRATIVE ASSISTANT DIPLOMA with INSURANCE AND CODING EMPHASIS	1296