Supervisory Management Systems
17-196-9 Technical Certificate

Overview
The Supervisory Management Systems certificate is a series of related courses that will help you upgrade your skills in areas requiring strong business operations skills. Areas covered include customer service, contemporary business principles, accounting, safety, project management, and software applications.

Special Feature
The certificate is designed to give you a fundamental understanding of how business systems function in an organization.

Student Profile
You should consider a Supervisory Management Systems certificate if you are:

- Interested in learning more about how business systems function in an organization
- Working toward obtaining a Supervisory Management Associate Degree
- Able to relate on-the-job experiences to the course material
- Looking for a basic understanding of general business practices
- Able to make judgments and decisions
- Able to get along well with people
- Able to work under pressure and handle multiple tasks

Preparation for Admission
The following experiences will help you prepare for this certificate:

- Communication skills
- General business concepts
- Basic problem-solving skills
- Prior work experience
- Keyboarding and basic computer skills

Outcomes
Employers will expect, after completing the certificate, that you will be able to:

- Create a work environment which complies with safety regulations.
- Analyze, create, and monitor efficient customer-focused processes.
- Use technology to enhance management practices.

Career Outlook
After graduating from the Supervisory Management Systems certificate, you will be ready to work with and understand day-to-day operation of business systems in most organizations.

Curriculum

<table>
<thead>
<tr>
<th>Number</th>
<th>Course Title</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td>10101115</td>
<td>Accounting Principles</td>
<td>3</td>
</tr>
<tr>
<td>10196108</td>
<td>Customer Service</td>
<td>1</td>
</tr>
<tr>
<td>10196136</td>
<td>Safety in the Workplace</td>
<td>3</td>
</tr>
<tr>
<td>10196145</td>
<td>Contemporary Business for Supervisors</td>
<td>2</td>
</tr>
<tr>
<td>10196188</td>
<td>Project Management</td>
<td>3</td>
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</tbody>
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Three credits of MS Office coursework from the following:

<table>
<thead>
<tr>
<th>Number</th>
<th>MS Word A</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td>10103103A</td>
<td></td>
<td>1</td>
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<tr>
<td>10103106</td>
<td>MS PowerPoint</td>
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<tr>
<td>10103123A</td>
<td>MS Access A</td>
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<tr>
<td>10103124A</td>
<td>MS Excel A</td>
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<tr>
<td>10103125</td>
<td>MS Outlook</td>
<td>1</td>
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</tbody>
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Certificate Requirements: 15

Course Descriptions

10101115 Accounting Principles - Credits: 3
Basic accounting course for non-accounting majors. General accounting procedures through double entry system. Basic applications.

10196108 Customer Service - Credits: 1
This course examines customer service as it relates to organizational quality. It addresses service models for internal and external customers, systems and strategies applied to customer service, and tools and techniques for gathering customer feedback and handling complaints.

10196136 Safety in the Workplace - Credits: 3
An introduction to safety and loss prevention in the workplace with an emphasis on the supervisor's responsibility for maintaining a safe, productive environment. Students will study safety concepts, hazard controls, developing safety and health programs, and federal- and state-mandated regulations.

10196145 Contemporary Business for Supervisors - Credits: 2
In this course, you will review how the basic management styles affect the people, processes, and profitability of a business. You will also learn how to balance the organization's needs for profits with employees' basic needs within a global context. You will review and study the basic concepts and the supervisor's role regarding return on investment, return on equity, profit centers, financial statements, and overall departmental operations.

10196188 Project Management - Credits: 3
In Project Management, the learner applies the skills and tools necessary to design, implement, and evaluate formal projects. Each learner will demonstrate the application of the role of project management, developing a project proposal, use of relevant software, working with project teams, sequencing tasks, charting progress, dealing with variations, budgets and resources, implementation, and assessment.

10103103A MS Word A - Credits: 1
Students will learn word processing using MS Word. Credit A activities will include creating, editing, saving, formatting, printing, and other basic MS Word features.

10103106 MS PowerPoint - Credits: 1
A complete presentation graphics course that allows you to produce professional-looking presentations. It gives you the flexibility to make informal presentations using overhead transparencies, electronic presentations, formal presentations using 35mm slides, or virtual presentations. Additionally, you can create paper printouts, outlines, speaker notes, and audience handouts.

10103123A MS Access A - Credits: 1
Learners create, edit, sort, and query a database. They also learn how to create and print basic forms and reports.

10103124A MS Excel A - Credits: 1
Students will learn to use MS Excel. Credit A activities will include creating, editing, saving, formatting, printing, performing calculations, and enhancing worksheets through charts.

10103125 MS Outlook - Credits: 1
This course introduces the basics of Microsoft Outlook. Participants will use e-mail, calendar, files, and other features to effectively manage business and personal information.

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