



ADMINISTRATIVE SUPPORT CERTIFICATION PROGRAM

Certification Sequence Chart

Level I Certification:

1. Level I "Road to Success" – 3 day course
 2. Writing Advantage
 3. Overview of Government
 4. Cultural Diversity
 5. Computer Competency Certification Form
 6. Follow Up Form
- 1% educational benchmark (at agency discretion)

Level II Certification:

1. Level II "Road to Success" – 3 day course
 2. Stress Management
 3. Rights & Responsibilities
 4. How to Manage Multiple Priorities
 5. Advanced Cultural Diversity
 6. Job Related Activity Report
- 1% educational benchmark (at agency discretion)

Level III Certification:

1. Time Well Spent – prerequisite
 2. Level III "Road to Success" – 3 day course
 3. Classroom Project
 4. Motivation/Burnout
 5. Dealing with Difficult Customers
 6. Public Records Management
 7. Positive Work Environment
 8. Individual Development Plan
 9. Required Reading Book Report
 10. Level III Project – 20 hours of cross training
- 3% educational benchmark (at agency discretion)