



Human Resources Certification Programs



Learning and Organizational Development

ADMINISTRATIVE

REQUIRED SESSIONS

- Customer Service
- Leave Training
- Entry/Exit Interview Process
- Materials Management
- Time Management
- Parking and Transportation
- Excel
- Kronos
- Banner
- EPAF
- PeopleAdmin
- Requesting Facilities Services
- Workplace Ethics
- Performance Management Process
- True Colors
- Policy, Rules and Regulations (PRR)
- Microsoft Excel Test (Cornerstone)
- Administrative Certification Knowledge Test (Cornerstone)



PURPOSE

The Administrative Certification Program (ACP) provides participants with a strong operational and logistical foundation with regard to policy, procedural and internal agency resources that form the necessary skill sets for those employees tasked with administrative duties of the Unit, Department or Division. This program is designed specifically for those personnel operating in administrative support positions regardless of classification.

PREREQUISITES

There are no prerequisites.

REQUIREMENTS

Attend all required training workshops and successfully pass the Microsoft Excel and ACP Knowledge Test. All requirements must be completed within two years of taking the first workshop in the program.

REGISTRATION

Log on to www.ecu.edu/itcs/cornerstone to enroll in required workshop sessions.

MICROSOFT EXCEL TEST (CORNERSTONE)

In addition to attending all of the required workshop sessions, participants must take and successfully pass the Microsoft Excel Test on Cornerstone. Participants can take a series of Microsoft Excel tutorials through the GCF LearnFree website prior to taking the test. Participants must score a 70 in order to pass the Online Microsoft Excel Test.

ADMINISTRATIVE CERTIFICATION KNOWLEDGE TEST (CORNERSTONE).

The final requirement for Administrative Certification Program (ACP) is the ACP Knowledge Test. Participants who have completed all other requirements will be allowed to take the test through Cornerstone. Participants are tested on knowledge and concepts that have been discussed in the ACP workshop sessions. A score of 70 is required in order to successfully pass the ACP Knowledge Test. A certificate of completion will then be issued.

Contact

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