

# Spokane Falls Community College

## Course Learning Outcomes

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**Prefix and Course Number:** BT 234  
**Course Title:** Administrative Professional Practicum  
**Version Date:** 5/6/2019

### Course Learning Outcomes:

Upon successful completion of the course, the student will be able to:

1. Identify, demonstrate, and model soft skills required to gain and keep employment.
2. Apply effective use of hard skills related to variety of software applications, note taking, task planning, calendaring, file production, etc.
3. Evaluate a task from start to end by determining appropriate solution using the resources available, planning time available, considering of end user, and evaluating the result.
4. Demonstrate effective written, verbal, and non-verbal communication skills as relates to face-to-face, electronic (file creation, email, chat, and video conference), and voice (telephone) communications.