

**Miami-Dade Community College**  
**OST2387 – CPS Exam Prep 1**

Catalog Description:

This course is designed to prepare students for the Certified Professional Secretary examination where they will demonstrate knowledge of the concepts taught in Economics, Management, Behavioral Science in Business and Business Law.

*3 credits*

Pre- or Co-requisites

None

Course Competencies:

Competency 1: **The student will demonstrate an understanding of Economics by:**

- a. Identifying basic concepts of economics
- b. Describing national income and its determinants
- c. Describing the American system of money and banking
- d. Explaining business involvement in current social and economic programs
- e. Outlining international trade practices and policies

Competency 2: **The student will demonstrate an understanding of Business Law by:**

- a. Explaining contracts
- b. Describing negotiable instruments
- c. Identifying types of agencies
- d. Understanding regulation of business and employment
- e. Describing types of properties

Competency 3: **The student will demonstrate an understanding of Behavioral Science by:**

- a. Showing comprehension of the individual self
- b. Describing team dynamics
- c. Describing leadership dynamics
- d. Explaining interpersonal communications
- e. Describing how to manage change

Competency 4: **The student will demonstrate an understanding of Human Resources Management by:**

- a. Explaining the staffing process
- b. Explaining compensation and benefits
- c. Identifying types of training and development
- d. Identifying employee safety, health, and stress issues
- e. Describe types of performance appraisals
- f. Explaining employee/labor relations
- g. Describing types of grievances, discipline and counseling
- h. Describing the employee separation process

Competency 5: The student will demonstrate an understanding of Organization and Management by:

- a. Describing the principles of management
- b. Outlining management theories
- c. Describing the decision-making processes
- d. Explaining the functions of management
- e. Identifying fields of management
  - 1) Production management
  - 2) Marketing management