

BUSINESS TECHNOLOGIES: BUSINESS INFORMATION WORKER/PROFESSIONAL OFFICE SKILLS

PROGRAM DESCRIPTION:

The Business Information Worker Stage One Certificate of Achievement is designed to provide students with practical, career-oriented skills in professional office environments using current industry technologies. Students receive hands-on experience in the fundamentals of business communications and human relations.

The BIW pathway increases students' value and opportunities in multiple occupations, including but not limited to: office, business, and executive administrative support, office supervision/coordination small business support, retail sales, and customer service.

The Professional Office Skills Program, a career pathways certificate, offers business and office employability skills.

CAREER AT A GLANCE:

HOW DO I KNOW IF THIS MAJOR IS FOR ME?

- You like working with diverse groups of people
- You are comfortable answering and sharing information over the telephone
- You can follow instructions
- You like using a computer to do your work
- You are good at keeping records
- You like set procedures and routines
- You like to work with data and details
- You enjoy providing support to others and to a team

Use Focus2Career on your MyChaffey portal to learn more about careers and majors that fit you best.

WHERE CAN I WORK?

Educational Institutions	Government Agencies
Small Businesses	Legal Services
Hospitals	Non-Profit Organizations
City/County Offices	Retail Stores

For more information visit: www.labormarketinfo.edd.ca.gov/OccGuides

HOW DO I GET STARTED?

- Start taking introductory business technology courses
- Apply for entry level positions in reception, data entry, or customer service with employers where you would like to promote
- Update resume to include technology, office and software proficiencies
- Practice interpersonal skills

WHAT CAN I DO WITH THIS CERTIFICATE?

<i>Position Title</i>	<i>CA Median Salary</i>
Office Clerk	\$33,900
Office Assistant	\$40,490
Receptionist	\$30,510
Secretary	\$40,490
Administrative Assistant	\$40,490
Word Processor	\$46,210
Typist	\$46,210
Data Entry Keyer	\$32,020
Office Technician	\$30,510
Desktop Publisher	\$50,210
Administrative Technician	\$40,490
Staff Assistant	\$40,490
Customer Service Representative	\$37,260
Retail Associate	\$24,780

WHAT CAN I DO WITH HIGHER EDUCATION AND ADDITIONAL TRAINING?

<i>Position Title</i>	<i>CA Median Salary</i>
Operations Manager	\$111,390
Human Resources Specialist	\$42,000

For more information about careers, education and training requirements, salary data, and job outlooks visit www.onetonline.org.

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MAJOR AND COURSE REQUIREMENTS:

LEGEND: G=Grade IP=In Progress N=Need **Bold: Prerequisites** Plain Text: No Prerequisites

Requirements for the BIW Stage One Certificate: (L357)

		Grade	IP	Need	Units
BUSTEC 40A	Beginning Computer Keyboarding				3
BUSTEC 60A	Microsoft Office Word—Specialist				3
BUSTEC 62	Microsoft Office Outlook				1.5
BUSTEC 63	Microsoft Office Excel—Comprehensive				3
BUSTEC 455	Fundamentals of English for Business				3
BUSTEC 470	Office Systems and Procedures (or BUSMGT 44, Introduction to Human Relations)				3
CIS 1	Introduction to Computer Information Systems				3
CIS 4	Fundamentals of Microsoft Windows				1.5

Student Name: _____

ID#: _____

Date: _____

Counselor: _____

Requirements for the BIW Stage Two Certificate: (L358)

		Grade	IP	Need	Units
ACCTG 460	Commercial Accounting Software				3
BUS 88	Business Communication				3
BUSTEC 40B	Computer Keyboarding: Speed and Accuracy Development				3
BUSTEC 50	Filing and Records Management				3
BUSTEC 60B	Microsoft Office Word—Expert				3
BUSTEC 61	Microsoft Office PowerPoint				1.5
BUSTEC 64	Microsoft Office Access—Comprehensive				3
BUSTEC 471	Administrative Office Management				3

COUNSELOR NOTES:

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Requirements for the Professional Office Skills Certificate: (L314)

		Grade	IP	Need	Units
BUSTEC 40A	Beginning Computer Keyboarding				3
BUSTEC 60A	Microsoft Office Word—Specialist				3
BUSTEC 63	Microsoft Office Excel—Comprehensive				3
BUSTEC 400	Job Search and Interviewing Techniques				1.5
BUSTEC 455	Fundamentals of English for Business				3
COMSTD 74	Intercultural Communication				3
GUID 3	Career Exploration and Life Planning				3

\$46 per unit for CA Residents

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All courses required for a certificate must be completed with a minimum grade of C.