# Business and Office 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.

## How Do I Know 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

## What Can I Do With This Certificate?
- Office Clerk
- Office Assistant
- Receptionist
- Secretary
- Administrative Assistant
- Word Processor
- Typist
- Data Entry Keyer
- Office Technician
- Desktop Publisher
- Administrative Technician
- Staff Assistant
- Customer Service Representative
- Retail Associate
- Office Technician
- Desktop Publisher
- Administrative Technician
- Staff Assistant
- City/County Offices
- Retail Stores

## Where Can I Work?
This pathway provides you with a choice of various work environments including:
- Educational Institutions
- Government Agencies
- Legal Services
- Hospitals
- Non-Profit Organizations
- City/County Offices
- Retail Stores

## What Is The Potential Wage Outlook?
This certificate may lead to a position as a Word Processor or Typist, which according to the EDD/LMID Occupational Employment Statistics Survey, 2017 the median wage in California was $21.99 per hour. For more information, visit [www.labormarketinfo.edd.ca.gov/OccGuides](http://www.labormarketinfo.edd.ca.gov/OccGuides).

The job and wage outlook will vary based on the position selected within this major. To review current salary information and job outlook, visit [www.onetonline.org](http://www.onetonline.org).

## What Can I Do In The Future With More Education?
The positions below require at least a bachelor’s degree in Business Management, or a similar field. According to O*NetOnline, the median salary in 2016 for an Operations Manager in California was $108,970 annually.
- Operations Manager
- Human Resource Specialist

For additional information about career pathways and to find out if this major is a good fit for you visit the Career Center located in MACC 203. Career information was collected from [www.onetonline.org](http://www.onetonline.org) and [www.bls.gov](http://www.bls.gov).
**BUSINESS AND OFFICE TECHNOLOGIES: BUSINESS INFORMATION WORKER/PROFESSIONAL OFFICE SKILLS**

**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)

<table>
<thead>
<tr>
<th>Course</th>
<th>Description</th>
<th>Grade</th>
<th>IP</th>
<th>Need</th>
<th>Units</th>
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<tbody>
<tr>
<td>BUSOT 40A</td>
<td>Beginning Computer Keyboarding</td>
<td></td>
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<tr>
<td>BUSOT 60A</td>
<td>Microsoft Office Word—Specialist</td>
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<tr>
<td>BUSOT 62</td>
<td>Microsoft Office Outlook</td>
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<tr>
<td>BUSOT 63</td>
<td>Microsoft Office Excel—Comprehensive</td>
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<tr>
<td>BUSOT 455</td>
<td>Fundamentals of English for Business</td>
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<tr>
<td>BUSOT 470</td>
<td>Office Systems and Procedures (or BUSMGT 44, Introduction to Human Relations)</td>
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<tr>
<td>CIS 1</td>
<td>Introduction to Computer Information Systems</td>
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<td>CIS 4</td>
<td>Fundamentals of Microsoft Windows</td>
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### Requirements for the BIW Stage Two Certificate: (L358)

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<tr>
<td>ACCTG 460</td>
<td>Commercial Accounting Software</td>
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<td>BUS 88</td>
<td>Business Communication</td>
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<td>BUSOT 40B</td>
<td>Computer Keyboarding: Speed and Accuracy Development</td>
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<td>BUSOT 50</td>
<td>Filing and Records Management</td>
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<tr>
<td>BUSOT 60B</td>
<td>Microsoft Office Word—Expert</td>
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<td>BUSOT 61</td>
<td>Microsoft Office PowerPoint</td>
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<td>BUSOT 64</td>
<td>Microsoft Office Access—Comprehensive</td>
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<td>BUSOT 471</td>
<td>Administrative Office Management</td>
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### Requirements for the Professional Office Skills Certificate: (L314)

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<td>BUSOT 60A</td>
<td>Microsoft Office Word—Specialist</td>
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<td>BUSOT 400</td>
<td>Job Search and Interviewing Techniques</td>
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<td>Fundamentals of English for Business</td>
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<td>COMSTD 74</td>
<td>Intercultural Communication</td>
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<td>GUID 3</td>
<td>Career Exploration and Life Planning</td>
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All courses required for a certificate must be completed with a minimum grade of C.

07/05/18

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(909) 652-6000, 652-6200

$46 per unit for CA Residents