BUSINESS INFORMATION WORKER I

Certificate of Completion

Program Code: 3P38320

The Business Information Worker I (BIW I) certificate is designed, as the first level in a series of certificate options, to prepare students for entry-level office and administrative support in a variety of job positions, including general office clerks, retail salesperson, customer service representatives, receptionist, and information clerks. Students can be expected to learn the following: basic oral and written communications; basic computer application skills, including beginning Excel, Word, and Outlook; fundamentals of computer systems; and critical thinking and problem-solving skills. With a solid foundation in Microsoft Windows and Office, as well as strong digital and web literacy skills, students will be better prepared to meet the workforce demands of today's business environment. Students completing this program will be eligible to take the Microsoft Office Specialist (MOS) certifications in Word, Excel and Outlook.

To earn a certificate, students complete the required and elective courses as listed with a grade of P (pass). The exception is for WFPR 100 and/or WFPR 101 courses. If those courses are required or listed as an elective, students will not receive a grade and instead must complete at least 36 hours in either WFPR 100 or WFPR 101. For programs/courses that allow credit for prior learning, at least 75% of all course work must be completed at North Orange Continuing Education.

Code	Title	Hours
Required Core Courses (114 Hours)		
COMP 685	Computer Keyboarding - Beginning	36
BMGR 415	Written Communications for Business	18
OTEC 100	Office Essentials	24
OTEC 105	Microsoft Outlook Fundamentals	12
OTEC 110	Business Math for Office Technology	24
Required Core Option (96 Hours)		
Must Choose 1 of 3 Options		*96*
Requirements - Option 1		
OTEC 210	Computer Concepts and Applications I	36
OTEC 211	Computer Concepts and Applications II	60
Requirements - Option 2		
OTEC 210	Computer Concepts and Applications I	36
OTEC 200	Computer Concepts and Applications II A	20
OTEC 201	Computer Concepts and Applications II B	20
OTEC 202	Computer Concepts and Applications II C	20
Requirements - Option 3		
OTEC 215	Computer Concepts and Applications IBEST	96
Total Hours		**210**

Option 1

First Year

First Semester	Hours	Second Semester	Hours
COMP 685		36 OTEC 110	24
OTEC 210		36 BMGR 415	18
OTEC 100		24 OTEC 211	60
OTEC 105		12	
		108	**102**

Total Hours 210

Option 2

First Year

First Semester	Hours	Second Semester	Hours
COMP 685		36 BMGR 415	18
OTEC 100		24 OTEC 110	24
OTEC 210		36 OTEC 200	20
OTEC 105		12 OTEC 201	20
		OTEC 202	20
		108	**102**

Total Hours 210

Option 3

First Year

First Semester	Hours
COMP 685	36
BMGR 415	18
OTEC 100	24
OTEC 105	12
OTEC 110	24
OTEC 215	96
	210

Total Hours 210

BMGR 415 **18 Hours**
Written Communications for Business
Provides extensive hands-on experience with all types of written business communications including letters, resumes, cover letters, memos, and reports. *(Apportionment)*

COMP 685 **36 Hours**
Computer Keyboarding - Beginning
Stop hunting and pecking at the keyboard with this short course. Learn the keyboard layout to build speed and accuracy. Course covers proper technique at the computer keyboard as well as 10-key keyboarding. Textbook Required. *(Apportionment)*

OTEC 100 **24 Hours**
Office Essentials
A course that prepares students for an entry-level position in an office. Includes units on the office environment, becoming a professional, work ethics, and several elements of customer service. Textbook Required. *(Apportionment)*

OTEC 105 **12 Hours**
Microsoft Outlook Fundamentals
This course introduces students to Microsoft Outlook. Students will learn how to organize and manage emails, schedule appointments, create and manage task and contact records, and customize Outlook. *(Apportionment)*

OTEC 110 **24 Hours**
Business Math for Office Technology
Provides coverage of personal and business-related mathematics as well as reviewing the basic operations of arithmetic. *(Apportionment)*

OTEC 200 **20 Hours**

Computer Concepts and Applications II A

Advisory: *OTEC 200 is designed for individuals wanting to learn/enhance specific skills.*

If you are interested in the Business Information Worker certificate, OTEC 211 Computer Concepts and Applications III is recommended. This course is designed for students who wish to focus on specific areas within the Computer Concepts and Applications II. Part II A introduces students to fundamental workforce skills on the Internet, digital ethics and awareness, cloud computing and Windows. *(Apportionment)*

OTEC 201 **20 Hours**

Computer Concepts and Applications II B

Advisory: *OTEC 201 is designed for individuals wanting to learn/enhance specific skills.*

If you are interested in the Business Information Worker certificate, OTEC 211 Computer Concepts and Applications II is recommended. This course is designed for students who wish to focus on specific areas within the Computer Concepts and Applications II. Part II B introduces students to Microsoft Word. *(Apportionment)*

OTEC 202 **20 Hours**

Computer Concepts and Applications II C

Advisory: *OTEC 202 is designed for individuals wanting to learn/enhance specific skills.*

If you are interested in the Business Information Worker certificate, OTEC 211 Computer Concepts and Applications II is recommended. This course is designed for students who wish to focus on specific areas within the Computer Concepts and Applications II. Part II C introduces students to fundamental workforce skills in Microsoft Excel. *(Apportionment)*

OTEC 210 **36 Hours**

Computer Concepts and Applications I

This is the first course in a series of three courses that serves as a foundation for working in the office environment and focuses on the entry level skills students need to succeed in the workforce. Part I introduces students to fundamental workforce skills in computers and information processing; hardware; system software; networks, security, and privacy; troubleshooting and maintenance; and application software. The course series will help prepare students for the Microsoft Office Specialist (MOS) and IC3 Digital Literacy certifications. Textbook Requirement. *(Apportionment)*

OTEC 211 **60 Hours**

Computer Concepts and Applications II

Prerequisite(s): *OTEC 210 Computer Concepts and Applications I and COMP 685 Beginning Keyboarding or Pass the Keyboarding Challenge Exam at a rate of 35 net words a minute with five or fewer errors per minute on a 5-minute timed writing.*

This is the second course in a series of three courses that serves as a foundation for working in the office environment and focuses on the entry level skills students need to succeed in the workforce. Part II introduces students to fundamental workforce skills in the internet, digital ethics and awareness, cloud computing, Windows, Microsoft Word, and Microsoft Excel. The course series will help prepare students for the Microsoft Office Specialist (MOS) and IC3 Digital Literacy certifications. *(Apportionment)*

OTEC 215 **96 Hours**

Computer Concepts and Applications IBEST

This course introduces fundamental workforce skills in computers and information processing, hardware, system software; networks, security, and privacy; troubleshooting and maintenance; application software; the Internet, digital ethics and awareness, cloud computing, Windows, Microsoft Word and Excel. It also prepares students for the Microsoft Office Specialist (MOS) and IC3 Digital Literacy certifications. *(Apportionment)*