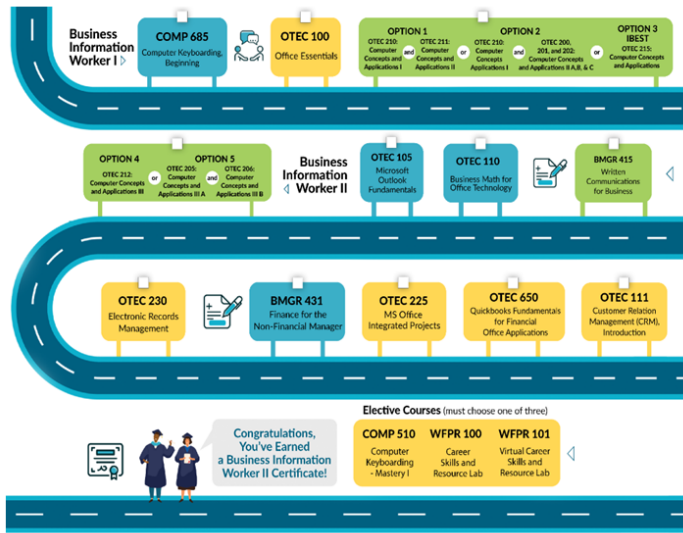


BUSINESS INFORMATION WORKER II



Certificate of Completion

Program: 3P41620

The Business Information Worker II (BIW II) certificate is designed, as the second level in a series of certificate options, to prepare students for office and administrative support in a variety of fields or businesses. Students can be expected to learn the following: basic computer application skills, including QuickBooks, Access, and PowerPoint, fundamentals of electronic record keeping, and introduction to customer relation management. With a solid foundation in QuickBooks and Microsoft Access and PowerPoint, 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 Access and PowerPoint. Prerequisites: Completion of Business Information Worker I certificate.

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 (276 Hours)		
COMP 685	Computer Keyboarding, Beginning	36
OTEC 100	Office Essentials	24
OTEC 105	Microsoft Outlook Fundamentals	12
BMGR 415	Written Communication-Business	18
OTEC 110	Business Math for Office Technology	24
OTEC 230	Electronic Records Management	54
BMGR 431	Finance for the Non-Financial Manager	18
OTEC 225	MS Office Integrated Projects	36

COMP 650	Quickbooks Fundamentals for Financial Office Applications	36
OTEC 111	Customer Relation Management (CRM), Introduction	18

Required - Computer Concepts and Applications I and II (Hours 96)

Select One option from the following: Options 1, 2 or 3 96

OPTION 1 - Computer Concepts and Applications I and II		
OTEC 210	Computer Concepts and Applications I	36
OTEC 211	Computer Concepts and Applications II	60

OPTION 2 - Computer Concepts and Applications I and II		
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

OPTION 3 - Computer Concepts and Applications I and II		
OTEC 215	Computer Concepts and Applications IBEST	96

Required - Computer Concepts and Applications III (36 Hours)

Select One option from the following: Options 4 or 5 36

OPTION 4 - Computer Concepts and Applications III		
OTEC 212	Computer Concepts and Applications III	36

OPTION 5 - Computer Concepts and Applications III		
OTEC 205	Computer Concepts and Applications III A	18
OTEC 206	Computer Concepts and Applications III B	18

Electives Courses (30-36 Hours)		
Must choose 1 of 3 Courses		30-36
COMP 510	Computer Keyboarding, Mastery I	30
WFPR 100	Career Skills and Resource Lab	36
WFPR 101	Virtual Career Skills and Resource Lab	36

Total Hours 438-444

Plan of Study

Option 1 and Option 4

First Year			
First Semester	Hours	Second Semester	Hours
COMP 685		36 OTEC 210	36
OTEC 100		24 OTEC 211	60
OTEC 110		24 BMGR 415	18
OTEC 105		12	
		96	114

Second Year			
First Semester	Hours	Second Semester	Hours
OTEC 212		36 OTEC 225	36
OTEC 230		54 BMGR 431	18
COMP 510, WFPR 100, or WFPR 101 (Electives Courses - Must Choose 1)		30-36 COMP 650	36

OTEC 111	18
120-126	108

Total Hours 438-444

Option 1 and Option 5

First Year

First Semester	Hours	Second Semester	Hours
COMP 685		OTEC 210	36
OTEC 100		OTEC 211	60
OTEC 110		BMGR 415	18
OTEC 105			
	96		114

Second Year

First Semester	Hours	Second Semester	Hours
OTEC 205		OTEC 225	36
OTEC 206		BMGR 431	18
OTEC 230		COMP 650	36
COMP 510, WFPR 100, or WFPR 101 (Electives Courses - Must Choose 1)		OTEC 111	18
	120-126		108

Total Hours 438-444

Option 2 and Option 4

First Year

First Semester	Hours	Second Semester	Hours
COMP 685		OTEC 210	36
OTEC 100		OTEC 200	20
OTEC 110		OTEC 201	20
OTEC 105		OTEC 202	20
		BMGR 415	18
	96		114

Second Year

First Semester	Hours	Second Semester	Hours
OTEC 212		OTEC 225	36
OTEC 230		BMGR 431	18
COMP 510, WFPR 100, or WFPR 101 (Electives Courses - Must Choose 1)		COMP 650	36
		OTEC 111	18
	120-126		108

Total Hours 438-444

Option 2 and Option 5

First Year

First Semester	Hours	Second Semester	Hours
COMP 685		OTEC 210	36
OTEC 100		OTEC 200	20
OTEC 110		OTEC 201	20

OTEC 105	12	OTEC 202	20
		BMGR 415	18
	96		114

Second Year

First Semester	Hours	Second Semester	Hours
OTEC 205		OTEC 225	36
OTEC 206		BMGR 431	18
OTEC 230		COMP 650	36
COMP 510, WFPR 100, or WFPR 101 (Electives Courses - Must Choose 1)		OTEC 111	18
	120-126		108

Total Hours 438-444

Option 3 and Option 4

First Year

First Semester	Hours	Second Semester	Hours
COMP 685		OTEC 212	36
BMGR 415		OTEC 230	54
OTEC 100		COMP 510, WFPR 100, or WFPR 101 (Electives Courses - Must Choose 1)	30-36
		OTEC 105	12
		OTEC 110	24
		OTEC 215	96
	210		120-126

Second Year

First Semester	Hours
OTEC 225	36
BMGR 431	18
COMP 650	36
OTEC 111	18
	108

Total Hours 438-444

Option 3 and Option 5

First Year

First Semester	Hours	Second Semester	Hours
COMP 685		OTEC 205	18
BMGR 415		OTEC 206	18
OTEC 100		OTEC 230	54
OTEC 105		COMP 510, WFPR 100, or WFPR 101 (Electives Courses - Must Choose 1)	30-36
		OTEC 110	24
		OTEC 215	96
	210		120-126

Second Year**First Semester Hours**

OTEC 225	36
BMGR 431	18
COMP 650	36
OTEC 111	18
	108

Total Hours 438-444**List of Courses****BMGR 415 18 Hours****Written Communication-Business**

Provides extensive hands-on experience with all types of written business communications including letters, resumes, cover letters, memos, and reports. *(Apportionment)*

BMGR 431 18 Hours**Finance for the Non-Financial Manager**

This course introduces students to the basics of business finance for the non-financial manager. Financial statements will be covered along with discussions on sales and expenses, assets and liabilities, budgeting and planning, and financial analysis. *(Apportionment)*

COMP 510 30 Hours**Computer Keyboarding, Mastery I**

Prerequisite(s): The student must be able to key 35 net words per minute (nwpm) timed writing or have completed COMP 685 Computer Keyboarding - Beginning with a pass grade.

The first of two keyboarding courses designed to increase keying speed and accuracy to employment levels of 50+ nwpm. *(Apportionment)*

COMP 650 36 Hours**Quickbooks Fundamentals for Financial Office Applications**

Teaches students the basics of using the QuickBooks software to develop customized financial application for business. The course covers special techniques for reducing data entry time, eliminating errors and getting consistent results. Upon completion students will understand the basics of QuickBooks to simplify financial tasks. *(Apportionment)*

COMP 685 36 Hours**Computer Keyboarding, Beginning**

Keyboarding is a basic skill that is mandatory for most industries. Our keyboarding class teaches the alpha/numeric keyboard with emphasis on correct technique, speed, and accuracy. Topics include speed and accuracy, using home keys alpha keys, punctuation, and number keys. 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 111 18 Hours**Customer Relation Management (CRM), Introduction**

This course introduces students to customer relationship management (CRM) and its application in marketing, service, and sales. Topics will include CRM strategies aligned with business processes with using people, technology, and knowledge. The use of CRM to optimize acquisitions, customer growth and retention, gain a competitive advantage, and maximize profit. *(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 205 18 Hours**Computer Concepts and Applications III A**

Advisory: OTEC 205 is designed for individuals wanting to learn/enhance specific skills.

If you are interested in the Business Information Worker certificate, OTEC 212 Computer Concepts and Applications III is recommended. This course serves as a foundation for working in the office environment and focuses on the entry level skills students need to succeed in the workplace. Part III A introduces students to fundamental workforce skills in Microsoft Access. The course will help prepare students for the Microsoft Office Specialist (MOS) and IC3 Digital Literacy certifications. *(Apportionment)*

<p>OTEC 206 18 Hours Computer Concepts and Applications III B <i>Advisory: OTEC 206 is designed for individuals wanting to learn/ enhance specific skills; If you are interested in the Business Information Worker certificate, OTEC 212 Computer Concepts and Applications III is recommended.</i> This course serves as a foundation for working in the office environment and focuses on the entry level skills students need to succeed in the workplace. Part III B introduces students to fundamental workforce skills in Microsoft PowerPoint. The course series will help prepare students for the Microsoft Office Specialist (MOS) and IC3 Digital Literacy certifications. (Apportionment)</p>	<p>OTEC 230 45-54 Hours Electronic Records Management <i>Prerequisite(s): OTEC 100 Office Essentials.</i> This course introduces the fundamentals of traditional and electronic records and information management. Topics include the principles of records and information management (RIM) such as the roles within the RIM environment, the selection of filing systems and the major types of indexing (alphabetic, subject, numeric, and geographic filing systems) along with the selection of systems, equipment, and supplies; design, control, and maintenance of inactive records will be identified. (Apportionment)</p>
<p>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)</p>	<p>WFPR 100 18-180 Hours Career Skills and Resource Lab Free, flexible scheduling to complete and receive help on homework and training on computer, industry related and employability skills. (Apportionment)</p>
<p>OTEC 211 60 Hours Computer Concepts and Applications II <i>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.</i> 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)</p>	<p>WFPR 101 36 Hours Virtual Career Skills and Resource Lab Lab designed for online students to have access to seminars, assistance, and resources related to Career Technical Education and/or employment skills. (Apportionment)</p>
<p>OTEC 212 36 Hours Computer Concepts and Applications III <i>Prerequisite(s): OTEC 211 Computer Concepts and Applications II.</i> This is the third 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 III builds on the foundations learned in parts I and II and introduces students to fundamental workforce skills in Microsoft Access and Microsoft PowerPoint. The course series will help prepare students for the Microsoft Office Specialist (MOS) and IC3 Digital Literacy certifications. (Apportionment)</p>	
<p>OTEC 225 36 Hours MS Office Integrated Projects <i>Prerequisite(s): OTEC 211 Computer Concepts and Applications II, and OTEC 212 Computer Concepts and Applications III or OTEC 215 Computer Concepts and Applications IBEST or OTEC 216 Windows and Word for Business, OTEC 217 Excel for Business and OTEC 218 Databases and Presentations for Business.</i> This course is designed to apply knowledge and skills gained from Computer Concepts and Applications II and III to the business environment by giving students the opportunity to work in real world simulations. This is the capstone course for those students completing the Administrative Professional certificate program. (Apportionment)</p>	