



BUSINESS INFORMATION WORKER

Curriculum Guide for Academic Year 2020-2021

Table of Contents

- Associate in Science Degree, p. 1
- Certificate of Achievement, p. 2
- Certificates of Accomplishment, p. 3
 - Business Digital Literacy, p. 3
 - Microsoft Essentials, p. 3
 - Digital and Social Media, p. 3
 - Customer Relations Specialist, p. 3
- Certificates of Completion, p. 4
 - Computer Hardware Repair, p. 4
 - Office Technologies – Microsoft Outlook, p. 4
 - Office Technologies – Office Technologies – Microsoft PowerPoint, p. 4
 - Job Search Skills, p. 4
 - Office Technologies - Microsoft Access, p.5
 - Office Technologies - Microsoft Excel, p.5
 - Office Technologies - Microsoft Word, p.5
- Program Mission and Outcomes, p. 6
- Legend, p. 6

Students planning to **transfer** to a four-year college or university should refer to the ASSIST web site at www.assist.org and **consult a counselor** before beginning a program of study. Please call (562)938-4561 (LAC) or (562)938-3920 (PCC) to schedule a counseling appointment. Students may also wish to visit the Transfer Center on either campus.

Program of study leading to:			
<u>Associate in Science (A.S.) Degree</u>			
<u>BUSINESS INFORMATION WORKER REQUIRED COURSES</u>	UNITS	In Progress	Completed Grade
BCOM 15 Business Communications	3		
BCOM 25 Digital and Social Media	3		
BCOM 263 Customer Service	3		
COSA 30 Introduction to Computers	3		
COSA 5 Microsoft Windows Operating Systems	3		
COSA 10 Microsoft Word for Windows	3		
COSA 15 Microsoft Excel for Windows	3		
COSA 215 Microsoft Outlook for Windows	3		
COSK 200 Keyboarding and Document Production	3		
SUBTOTAL	27		
<u>In ADDITION, select a total of THREE (3) units from the following</u>	UNITS	In Progress	Completed Grade
BCOM 222 Job Search Skills	3		
BCOM 260 Business Telephone Procedures	1		
BCOM 262 Soft Skills for the Workplace	1		
COSA 2 Critical Thinking Using Computers	3		
COSA 20 Microsoft PowerPoint for Windows	3		
COSA 35 Microsoft Office	3		
COSA 214 Records Management and Filing	1		
COSK 209 Speed/Accuracy Bldg. for Typists	1		
COSK 233 Computer Keyboarding Skills	1		
SUBTOTAL UNITS	3		
TOTAL UNITS	30		

BUSINESS INFORMATION WORKER 2020-2021

A.S. = 2129; C-ACH = 3129; C-ACC = 4130; C-ACC = 4155; C-ACC = 4156; C-ACC = 4157; C-COMP = 4162

NC-COMP = 4160; NC-COMP = 4161; NC-COMP = 4164; NC-COMP = 4165; NC-COMP = 4166; NC-COMP = 4167

Departmental Phone: 562-938-4904, Web Site: www.lbcc.edu/COS

Information on this sheet is subject to change without notice. Any updates to this guide are posted at <http://osca.lbcc.edu>.

For graduation with an **Associate in Science (A.S.) Degree with a major in Business Information Worker:**

- Minimum Unit Requirements:** §Any course that appears on a curriculum guide and the General Education Pattern (Plan A) may fulfill both major and general education requirements (Approved by College Curriculum Committee Spring 2012). For this degree, complete a minimum of 60 units in courses numbered 1-599. Please note that additional elective units may be required to meet this minimum based upon courses selected to fulfill General Education for the Associate Degree.
 Business Information Worker Major 30 Units
 General Education/ A.S. § 19 Units
- Scholarship:** Maintain an **overall grade point average (GPA) of 2.0** ("C" average) based on all accredited college work applied to the degree, no matter where completed. For this **field of concentration, complete each course above** with a **grade of "C" or better**, or "P" if course is on a P/NP basis.
- Residence for the Degree:** Complete at least 12 semester units of the required 60 semester units in residence at Long Beach City College in order for the college to grant an Associate of Arts and/or an Associate of Science Degree.
- Residence for the Field of Concentration:** Complete fifty percent (50%) or more of the unit requirements for this field of concentration in residence; this means at **least 15 units** of the required 30 units must be **completed at Long Beach City College**. Credit earned by exam, where applicable, may be included.
- General Education and Proficiency Requirements:** Complete the required A.A./A.S. General Education and Proficiency requirements*, otherwise known as "Plan A". For Plan A requirements, refer to the general catalog or view it online at <http://osca.lbcc.edu>.
- General Education and Proficiency Requirements:** Complete the required A.A./A.S. General Education and Proficiency requirements*, otherwise known as "Plan A". For Plan A requirements, refer to the general catalog or view it online at <http://osca.lbcc.edu>.
- Complete and submit the degree application form to the Admissions and Records office during your final semester of course work. These forms are available in the Admissions and Records office, or online at <http://admissions.lbcc.edu/>. Refer to the Schedule of Classes (<http://schedule.lbcc.edu>) and click the "Important Dates" link to view the actual deadline for each semester.

*The requirements for general education/proficiency and the field of concentration (major) need to be from the same catalog year. This catalog year may be any year between the years of initial enrollment to the present, provided continuous enrollment throughout. See the catalog for definition of "continuous enrollment".

Program of study leading to: **Certificate of Achievement**

REQUIRED COURSES—Complete the 30 units of required courses as listed below:

BUSINESS INFORMATION WORKER REQUIRED COURSES		UNITS	In Progress	Completed Grade
BCOM 15	Business Communications	3		
BCOM 25	Digital and Social Media	3		
BCOM 263	Customer Service	3		
COSA 5	Microsoft Windows Operating Systems	3		
COSA 10	Microsoft Word for Windows	3		
COSA 15	Microsoft Excel for Windows	3		
COSA 30	Introduction to Computers	3		
COSA 215	Microsoft Outlook for Windows	3		
COSK 200	Beginning Keyboarding and Document Production	3		
SUBTOTAL		27		
In ADDITION, select a total of THREE (3) units from the following		UNITS	In Progress	Completed Grade
BCOM 222	Job Search Skills	3		
BCOM 260	Business Telephone Procedures	1		
BCOM 262	Soft Skills for the Workplace	1		
COSA 2	Critical Thinking Using Computers	3		

BUSINESS INFORMATION WORKER 2020-2021

A.S. = 2129; C-ACH = 3129; C-ACC = 4130; C-ACC = 4155; C-ACC = 4156; C-ACC = 4157; C-COMP = 4162

NC-COMP = 4160; NC-COMP = 4161; NC-COMP = 4164; NC-COMP = 4165; NC-COMP = 4166; NC-COMP = 4167

Departmental Phone: 562-938-4904, Web Site: www.lbcc.edu/COS

Information on this sheet is subject to change without notice. Any updates to this guide are posted at <http://osca.lbcc.edu>.

COSA 20	Microsoft PowerPoint for Windows	3		
COSA 35	Microsoft Office	3		
COSA 214	Records Management and Filing	1		
COSK 209	Speed/Accuracy Bldg. for Typists	1		
COSK 233	Computer Keyboarding Skills	1		
SUBTOTAL UNITS		3		
TOTAL UNITS		30		

For graduation with a **Business Information Worker Certificate of Achievement**:

1. Complete each of the **REQUIRED COURSES** listed above with a **minimum grade of "C"**.
2. Complete fifty percent (50%) or more of the unit requirements for this field of concentration in residence; this means at **least 15 units** of the required 30 be **completed at Long Beach City College**. Credit earned by exam, where applicable, may be included.
3. Complete and submit the certificate application form to the Admissions and Records office during your final semester of course work. These forms are available in the Admissions and Records office, or online at <http://admissions.lbcc.edu/> . Refer to the Schedule of Classes (<http://schedule.lbcc.edu/>) and click the "Important Dates" link to view the actual deadline for each semester.

Program of study leading to:
Certificates of Accomplishment and Completion

Certificate: Business Digital Literacy 4130

<u>REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
COSA 1	Computer Information Competency	1		
TOTAL UNITS		1		

Certificate: Microsoft Essentials 4155

<u>REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
COSA 5	Microsoft Windows Operating Systems	3		
COSA 30	Introduction to Computers	3		
COSA 215	Microsoft Outlook for Windows	3		
TOTAL UNITS		9		

Certificate: Digital and Social Media 4156

<u>REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
BCOM 15	Business Communications	3		
BCOM 25	Digital and Social Media	3		
BCOM 263	Customer Service	3		
TOTAL UNITS		9		

Certificate: Customer Relations Specialist 4157

<u>REQUIRED COURSES</u>		UNITS	In Progress	Completed Grade
BCOM 15	Business Communications	3		
BCOM 263	Customer Service	3		
TOTAL UNITS		6		

BUSINESS INFORMATION WORKER 2020-2021

A.S. = 2129; C-ACH = 3129; C-ACC = 4130; C-ACC = 4155; C-ACC = 4156; C-ACC = 4157; C-COMP = 4162

NC-COMP = 4160; NC-COMP = 4161; NC-COMP = 4164; NC-COMP = 4165; NC-COMP = 4166; NC-COMP = 4167

Departmental Phone: 562-938-4904, Web Site: www.lbcc.edu/COS

Information on this sheet is subject to change without notice. Any updates to this guide are posted at <http://osca.lbcc.edu> .

For graduation with a **Certificate of Accomplishment:**

1. Complete the above required courses with a minimum grade of "C", or "P" if course is graded on a P/NP basis.
2. Fifty percent (50%) or more of the required units must be completed in residence at LBCC.

Complete and submit the certificate application form to the Admissions and Records office during your final semester of course work. These forms are available in the Admissions and Records office, or online at <http://admissions.lbcc.edu>

**Program of study leading to:
Certificates of Completions**

Certificate: Computer Hardware Repair 4162

Students will learn the basic IT skills involved in computer systems setup, repair, and management. Skills include component replacement of PC systems, operating system installation and configuration, local area network setup, operations, and basic office productivity software operations.

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 650	Intro to IT Concepts & Applications	72		
COSA 605	Computer Hardware Fundamentals	72		
TOTAL HOURS		144		

Certificate: Office Technologies – Office Technologies – Microsoft Outlook 4160

The certificate in Office Technologies – Microsoft Outlook will certify that students have achieved Microsoft Office skills necessary for success in pre-transfer level college courses. Furthermore, this certificate will verify that students have demonstrated skill achievement at levels that are necessary for completing the Microsoft Outlook Specialist Industry Certification Exam (MOS).

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 628	Microsoft Outlook, Introduction	18		
COSA 629	Microsoft Outlook, Intermediate	18		
COSA 630	Microsoft Outlook, Advanced	18		
TOTAL HOURS		54		

Certificate: Office Technologies -- Microsoft PowerPoint 4161

The certificate in Office Technologies – Microsoft PowerPoint will certify that students have achieved Microsoft Office skills necessary for success in pre-transfer level college courses. Furthermore, this certificate will verify that students have demonstrated skill achievement at levels that are necessary for completing the Microsoft PowerPoint certificate exam (MOS).

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 620	Microsoft PowerPoint, Introduction	18		
COSA 621	Microsoft PowerPoint, Intermediate	18		
COSA 622	Microsoft PowerPoint, Advanced	18		
TOTAL HOURS		54		

Certificate: Job Search Skills 4164

The certificate in Job Search Skills will certify that students have developed occupational competence for obtaining desired positions in the workforce. This certificate will serve to verify that students have undergone self-evaluation, researched careers and companies, prepared required documentation (resume, cover letter) needed to get an interview, as well as prepared for interviews and are able to apply necessary follow-up procedures. Students are required to complete the three-course series within this program to receive the certificate of completion. There are no units associated with these noncredit classes, but students are expected to complete a total of 54 hours for completion. There are no material fees.

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
BCOM 622	The Job Search Process	18		
BECOM 623	Job Search Tools	18		
BCOM 624	The Interview Process	18		
TOTAL HOURS		54		

BUSINESS INFORMATION WORKER 2020-2021

A.S. = 2129; C-ACH = 3129; C-ACC = 4130; C-ACC = 4155; C-ACC = 4156; C-ACC = 4157; C-COMP = 4162

NC-COMP = 4160; NC-COMP = 4161; NC-COMP = 4164; NC-COMP = 4165; NC-COMP = 4166; NC-COMP = 4167

Departmental Phone: 562-938-4904, Web Site: www.lbcc.edu/COS

Information on this sheet is subject to change without notice. Any updates to this guide are posted at <http://osca.lbcc.edu>.

Certificate: Office Technologies – Microsoft Access 4165

Students will learn how to use Microsoft Access to perform database related operations necessary to a small business or organization. Database skills include the ability to create and modify data tables, data entry and lookup forms, summary and detail reports, and select, update, and delete queries. Students are required to complete the entire series of three courses within this program to receive the certificate of completion. There are no units associated with these noncredit classes, but students are expected to complete a total of 54 hours for completion.

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 625	Microsoft Access, Introductory	18		
COSA 626	Microsoft Access, intermediate	18		
COSA 627	Microsoft Access, Advanced	18		
TOTAL HOURS		54		

Certificate: Office Technologies – Microsoft Excel 4166

Students will learn how to use Microsoft Excel for the PC and its editing, formatting, language tools, functions, and arguments to create, format, save, revise, and print various business and personal spreadsheets. Students are required to complete the entire series of three courses within the Office Technologies-Microsoft Excel program to receive the certificate of completion. There are no units associated with these noncredit classes, but students are expected to complete a total of 54 hours for completion.

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 615	Microsoft Excel, Introductory	18		
COSA 616	Microsoft Excel, Intermediate	18		
COSA 617	Microsoft Excel, Advanced	18		
TOTAL HOURS		54		

Certificate: Office Technologies – Microsoft Word 4167

Students will learn how to use Microsoft Word for the PC and its editing, formatting, and language tools to create, format, save, revise, and print various business and report documents. Students are required to complete the entire series of three courses within this program to receive the certificate of completion. There are no units associated with these noncredit classes, but students are expected to complete a total of 54 hours for completion.

<u>REQUIRED COURSES</u>		HOURS	In Progress	Completed Grade
COSA 610	Microsoft Word, Introductory	18		
COSA 611	Microsoft Word, Intermediate	18		
COSA 612	Microsoft Word, Advanced	18		
TOTAL HOURS		54		

Career Opportunities

This **Associate Degree** is a two-year program leading to the Associate in Science (A.S.) degree. Designed to prepare students for a wide variety of office positions in the Hospitality and Tourism, Retail, Health Care Services, Financial Services and Real Estate, and Business Services Industries.

Program Mission and Outcomes

The mission of the BUSINESS INFORMATION WORKER program is to prepare students for careers as business professionals and enhance skills for those who currently employed in the industry.

Outcomes:

- Create a variety of business documents using business applications software packages.
- Demonstrate effective writing and oral communication skills.

Certificate of Accomplishment (Customer Relations Specialist)

- Apply effective communication skills to satisfy customers' needs and build relationships.

Certificate of Accomplishment (Digital and Social Media)

- Evaluate social media platforms to determine suitability for a variety of digital content.

Certificate of Accomplishment (Microsoft Essentials)

- Create appropriate formatted deliverables using a variety of Microsoft Office software.

Certificate of Completion (Computer Hardware Repair)

- Analyze common software and hardware problems on personal computers.
- Distinguish and explain the introductory core computer and IT concepts and technology that are used personally in society, in government, and business.

Certificate of Completion (Microsoft Outlook)

- Compose formatted emails, meeting requests, and task requests in Microsoft Outlook.
- Manage folders and contacts in Microsoft Outlook.

Certificate of Completion (Microsoft PowerPoint)

- Use Microsoft PowerPoint to create, customize, and format professional presentations.

Certificate of Completion (Job Search Skills)

- Develop and complete a portfolio that presents the student(s) as the most qualified job applicant(s)
- Demonstrate the ability to communicate the employability soft and hard skills that land them the job.

Certificate of Completion (Microsoft Access)

- Use Microsoft Access to install, configure and manage a business database system.
- Create database tables, queries, forms, and reports relating to organizational operations.
- Utilize the Microsoft access Database Management system to address data maintenance and operational needs of common business scenarios.

Certificate of Completion (Microsoft Excel)

- Use Microsoft Excel to create, customize, and format business and personal spreadsheets.

Certificate of Completion (Microsoft Word)

- Use Microsoft Word to create, customize, and format business documents.

Legend

† This course has a prerequisite. Prerequisite courses must be complete with at least a "C" or "P" grade. Refer to the General Catalog (<http://www.lbcc.edu/cat/index.html>), the Schedule of Classes (<http://schedule.lbcc.edu/>), or the online Credit Course Outline (<http://wdb-asir.lbcc.edu/coursecurriculum/course/details/>) for specific prerequisite information.

BUSINESS INFORMATION WORKER 2020-2021

A.S. = 2129; C-ACH = 3129; C-ACC = 4130; C-ACC = 4155; C-ACC = 4156; C-ACC = 4157; C-COMP = 4162

NC-COMP = 4160; NC-COMP = 4161; NC-COMP = 4164; NC-COMP = 4165; NC-COMP = 4166; NC-COMP = 4167

Departmental Phone: 562-938-4904, Web Site: www.lbcc.edu/COS

Information on this sheet is subject to change without notice. Any updates to this guide are posted at <http://osca.lbcc.edu> .