CALIFORNIA COMMUNITY COLLEGES
LAOC|RC
los angeles | orange county | regional consortia

www.laocrc.org
714.480.7564
laocrc@rsccd.edu

BUSINESS INFORMATION WORKER (BIW) I
PREAPPROVED PROGRAM APPLICATION
(Effective January 2016 through June 2017)

This LAOCRC preapproval automatically endorses any LA/OC college to develop a new BIW program, or substantially change an existing program to align with the statewide Information Communication Technology/ Digital Media (ICT/DM) sector BIW I pathway. Such programs are granted automatic regional endorsement if it is approved and listed on the statewide BIW website.

This application was developed in collaboration with Gustavo Chamorro, Deputy Sector Navigator, ICT and Digital Media and the LAOCRC regional BIW program endorsement workgroup.

Instructions to colleges:

1. Ensure your college and courses are listed on the ICT/DM BIW webpage. http://ict-dm.net/
2. Do not file a letter of intent for your BIW program.
3. Complete or modify all yellow highlighted sections of the preapproved application below.
4. Email completed preapproved application to innovatecte@gmail.com and laocrc@sccollege.edu
5. The LAOCRC staff will verify the college and courses are listed on the ICT/DM BIW website and then email the voting member of the college a signature page for use when submitting to the CCCCO. Your program will appear on the next LAOCRC program approval agenda as an information item.

Fill In Form

Business Information Worker
Proposed Program Title

Spring 2017
Projected Program Start Date

West Los Angeles College
College

Los Angeles Community College District
District

Contact Information

Mark Pracher
Voting Member

Dean
Title

310-287-4467
Phone Number

prachem@wlac.edu
Email

Goal(s) of Program (Check all that apply):

☒ Career Technical Education (CTE) ☐ Transfer ☐ Other

Type of Program (Check all that apply):

☐ Certificate of Achievement 12-17 (or 17-27 quarter) units ☒ Certificate of Achievement 18+ semester (or 27+ quarter) units
☐ Associate of Science Degree ☐ Associate of Arts Degree

Reason for Approval Request (Check One):

☒ New Program ☐ Substantial Change ☐ Locally Approved

Program Information

Recommend using : 0702 or 0514 — Recommended Taxonomy of Program (TOP) Code

_____ — Units for Major-Degree

_____ — Total Units for Degree

19 — Required Units-Certificate

Revised Friday, September 02, 2016

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Written Form

1. **Insert the description of the program as it will appear in your college catalog. The following is a catalog description used by the LAOCRC to preapprove BIW aligned pathways into certificates of achievement. Feel free to adopt this description, modify, or create your own. (See PCAH pp. 142 and 170 for requirements)**

   The Business Information Worker (BIW) Certificate of Achievement is designed to prepare students for entry-level office and administrative support in a variety of job positions, including general office clerks, retail salespersons, customer service representatives, receptionists, 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
   - The fundamentals of computer systems
   - 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.

2. **Rationale for the regional programs.**

   The Business Information Worker pathway is a consistent statewide pathway designed with faculty and industry involvement to prepare students for entry-level jobs, and to inform business of the rich capabilities that exist at every California Community College Campus. The pathway utilizes existing academic programs and courses, thus no new curriculum is created. In addition, the pathway represents a set of in-demand skills throughout the state, based upon interviews with placement agencies, and cross-referenced with advisory groups and other Labor Market Information.

3. **Labor Market Information (LMI) and employment outlook (including citation for the source of the data) for students exiting the program.** *A college may choose to use the LMI below, or use their own substantiated LMI description when applying with the CCCCO* **(See PCAH pp. 85-88, 136, 147, 148, 165, 168, and 176)**

   The following LA/OC regional Business Information I (BI-I) LMI is for an aggregate of occupations identified as being relevant to the Business Information Worker I (BIW I) pathway and the corresponding BI-I, or other BIW I pathway aligned, certificate of achievement developed by a LA/OC regional college. The BI-I certificate LMI is an aggregate of ten occupations identified by a work group including the ICT-DM Sector Navigator, two ICT-DM DSNs, and two COE Directors. Occupations were chosen based on the typical entry-level education required for employment, on-the-job tasks, and knowledge areas required to perform the work of the occupation.

   The ten occupations are Court, Municipal, and License Clerks (43-4031), Customer Service Representatives (43-4051), File Clerks (43-7071), Hotel, Motel, and Resort Desk Clerks (43-4081), Order Clerks (43-4151), Receptionists and Information Clerks (43-4171), Shipping, Receiving, and Traffic Clerks (43-5071), Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014), Office Clerks, General (43-9061), and Office and Administrative Support Workers, All Other (43-9199); hereinafter the aggregate of these occupations will be referred to as Business Information Workers (BIWs).

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The BIW is a growth occupation in Los Angeles and Orange County. Historically, the LA/OC region has seen a three-year increase in BIWs from 434,240 jobs (2012) to 472,688 jobs (2015). This represents real occupational growth of 38,448 BIW jobs in the region. Moreover, the five-year projection (2016-2020) of BIWs is predicted to continue with an additional 20,515 jobs added. This is a 13.6% growth (2012-2020).

The LA/OC regional median wage for BIWs is $15.61/hr (25th percentile is $12.29/hr and 75th percentile is $19.73/hr). There were 37,995 total job postings for BIW occupations in October 2015, of which 10,145 were unique.

Last, in 2014 there were 22,378 BIW regional openings; however, there were only 1,834 related completions in Los Angeles and Orange County. This indicates these occupations and the industries hiring in Los Angeles and Orange County are significantly underserved each year. In conclusion, the strong regional growth and the large gap between regional completions and jobs substantiate the need for all LA/OC colleges to adopt the BIW pathway and/or an aligned certificate of achievement.

Source: EMSI Q3 2015-Employees

4. **List all courses required for program completion**, including core requirements, restricted electives and prerequisites. **The BIW aligned course titles and course numbers must also be listed on the ICT/DM BIW website.**

Courses	Course Number	Course Title	Units
Statewide identified skill proficiency:	Specific to each college	Specific to your college	
Keyboarding Proficiency	CAOT 039	Word Processing & Keyboarding Operations	3
Microsoft Windows	CSIT 934	Operating Systems	3
Microsoft Word	CSIT 930		
Microsoft Excel	CSIT 930	Microcomputer Application Software	4
Microsoft Outlook	CSIT 930		
Information Systems- Basics	CSIT 901	Introduction to Computers & Their Uses	3
Business Communications	BUS 032	Business Communications	3
Human Relations/Customer Service	CAOT 048	Customer Service	3