CALIFORNIA COMMUNITY COLLEGES
LAOC|RC
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www.laocrc.org
714.480.7564
laocrc@rsccd.edu

IT Technician Pathway: Stage I
Computer Retail Sales and Support
<u>PREAPPROVED</u> PROGRAM APPLICATION
(Effective April 2016 through June 2017)

This LAOCRC preapproval automatically endorses any LA/OC college to develop a new IT Technician Pathway (ITTP) Program, or substantially change an existing program to align with the statewide Information Communication Technology/ Digital Media (ICT/DM) sector IT Technician Pathway: Stage I. Such programs are granted automatic regional endorsement if they are approved and listed on the statewide ICT-DM ITTP website.

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

Instructions to colleges:

1. Ensure your college and courses are listed on the ICT/DM ITTP webpage http://ict-dm.net/ittp
2. Do not file a letter of intent for your ITTP 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@rsccd.edu.
5. The LAOCRC staff will verify the college and courses are listed on the ICT/DM ITTP 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. Statewide Advisory minutes are available on the LAOCRC website.

Fill In Form

Computer Retail Sales and Support
Proposed Program Title

Spring 2017
Projected Program Start Date

West Los Angeles 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

0708.00   Recommended Taxonomy of Program (TOP) Code

Revised Tuesday, November 22, 2016

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_____   Units for Major-Degree

_____   Total Units for Degree

_____22_____   Required Units-Certificate

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 the ITTP: Stage I pathway aligned certificate. Feel free to adopt this description, modify, or create your own. (See PCAH pp. 142 and 170 for requirements)**

   The Computer Retail Sales and Support Certificate of Achievement is the first stage of the statewide IT Technician pathway and prepares students to develop their fundamental IT Technician Skills. While completing coursework in customer service, communication, Microsoft Office, and information systems coursework, along with earning the CompTIA A+ industry certification, students gain practical experience as they learn how to succeed in an IT retail environment. Upon completion of this program, students would be qualified for entry level IT positions such as Retail Salespersons, Customer Service Representatives, Retail Sales Workers, and Sales Representatives.

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

   The Computer Retail Sales and Support program is the first stage of the statewide IT Technician pathway. This pathway was designed with faculty and industry involvement to prepare students for entry-level IT work in a short amount of time. The pathway often utilizes existing academic programs and courses, requiring minimal new course development or modification. Additionally, during this stage, students can potentially obtain one industry certification, which gives them a competitive advantage in the industry. Currently, there is a high market demand for Retail Salespersons to provide technical assistance during the purchasing process for computers, handheld devices, networking services, and cell phones. The Computer Retail Sales and Support Program 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)**

   Stage one of the IT Pathway and/or aligned Certificate of Achievement prepares completers for employment as *Computer* Retail Sales and Support Retail Salespersons (SOC 41-2031) and Customer Service Representatives (SOC 43-4051). In Los Angeles and Orange County, the net demand for these occupations, wage data, and overall industry outlook is substantial enough to warrant this regional preapproval for all 27 LAOCRC colleges to create and offer aligned certificates of achievement in Stage One of the IT Pathway. Regionally, median hourly earnings across these two occupations is $13.19/hr. and the 2013-2021 expected growth is 28,388 jobs (11.6%). Moreover, there were just 173 related regional completions but 15,134 openings in 2014 with Electronic stores being the second largest industry employing these two occupations (10,908 occupation group jobs in the industry, 2015). Last, there were 47, 962 total job postings for 2 Occupations in December 2015, of which 9,841 were unique.   (EMSI Q3 2015)

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In the COE Statewide study: Information Technology Technician Pathway Labor Market Analysis; Lori Sanchez, LA/OC COE Director, and Juan Madrigal, Research Assistant support the IT Technician Pathway developed by the ICT/DM statewide Sector Navigator. Most notable is the five-year ICT industry growth of 115,000 jobs by 2019. "Industries with the largest job growth in absolute terms are Scientific and Technical Consulting Services (37,719 jobs), Custom Computer Programming Services (21,673 jobs), and Computer System Design Services (17,026 jobs). Combined, these industries, are anticipating adding new jobs numbering over 76,000 over the next five years."(pg.5)

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

Statewide Identified Skill Proficiency (Aligned industry credential in parenthesis)	IT-MC or C-ID	Course Number: Specific to your college	Course Title: Specific to your college	Units
Introduction to Retail or Business Fundamentals	BUS 100	BUS 001	Introduction to Business	3
Customer Service/ Human Relations		CAOT 048	Customer Service	3
Business Communication	BUS 115	BUS 032	Business Communications	3
Microsoft Office Essentials		CSIT 930	Microcomputer Application Software	4
Information & Communication Technology Essentials (CompTIA A+)	ITIS 110	CSIT 934	Introduction to operating Systems	3
		CSIT 916	Introduction to Computer hardware	3
Business Information Systems, Computer Information Systems	ITIS 120	CSIT 901	Introduction to Computers & Their Uses	3

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