

**BUSINESS INFORMATION WORKER (BIW I)
 PREAPPROVED PROGRAM APPLICATION
 (Effective through December 2017)**

This LAOCCRC preapproval automatically endorses any LA/OC college to develop a new BIW I 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 I website.

This application was developed by the LAOCCRC BIW I program endorsement workgroup.

Instructions to colleges:

1. Ensure your college and courses are listed on the ICT/DM BIW I webpage. <http://ict-dm.net/>
2. Do not file a letter of intent for your BIW I program.
3. Complete or modify all **yellow** highlighted sections of the preapproved application below.
4. Email completed preapproved application to innovatecte@gmail.com and laoarc@rscdd.edu
5. The LAOCCRC staff will verify the college and courses are listed on the ICT/DM BIW I 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 LAOCCRC program approval agenda as an information item.

Fill In Form

Business Information Worker I

Proposed Program Title

Spring 2018

Projected Program Start Date

Cerritos Community College

College

District

Contact Information

Barbara Soden

Voting Member

Co-Department Chair

Title

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Phone Number

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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

0514.00

Recommended [Taxonomy of Program \(TOP\) Code](#)

Units for Major-Degree

Total Units for Degree

Required Units-Certificate

21

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 I 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 I) 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 representative, receptionists, and information clerks. Students can be expected to learn the following:

- Basic oral and written communications
- Beginning and Intermediate application skills in Excel and Word
- Basic computer application skills in Outlook
- Fundamentals of computer systems
- Critical thinking and problem solving skills

With a solid foundation in Microsoft Windows and Office, 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 CCCCCO (See PCAH pp. 85-88, 136, 147, 148, 165, 168, and 176)**

The following LA/OC regional Business Information (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 II 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 regional work group including an 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 (BIW Is).

The BIW is a growth occupation in Los Angeles and Orange County. Historically, the LA/OC region has seen a three-year increase in BIW I occupations from 434,240 jobs (2012) to 472,688 jobs (2015). This represents real occupational growth of 38,488 BIW jobs in the region. Moreover, the five-year projection (2016-2020) of BIW I jobs is predicted to continue with an additional 20,515 jobs added. This represents 13.6% growth (2012-2020).

The LA/OC regional median wage for BIW I jobs 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 I occupations in October 2015, of which 10,145 were unique.

Last, in 2014 there were 22,378 BIW I 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 I pathway and/or an aligned certificate of achievement. Source: EMSI Q2 2016-Employees

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

Courses	Course Number	Course Title	Units
<i>Statewide identified skill proficiency:</i>	Specific to each college	Specific to your college	
Complete BIW I pathway courses		Complete BIW I pathway courses	
Keyboarding Proficiency	BCOT 131	Beginning College Keyboarding & Document Processing	3.5
Microsoft Windows	CIS 105	Using Microsoft Windows	1.5
Microsoft Word	BCOT 112	Microsoft Word (Levels 1 & 2)	3.5
Microsoft Excel	BCOT 113	Microsoft Excel (Levels 1 & 2)	3.5
Microsoft Outlook	BCOT 97	Microsoft Outlook	1.5
Information Systems – Basics	BCOT 114	Microsoft Office	3.5
Business Communications	BCOT 147 OR BCOT 247	Business Communications Managerial Business Communications	3.0 (3.0)
Human Relations/Customer Service	BCOT 60	Customer Service/Telephone Techniques	1.0