

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 II (BIW II) Certificate of Achievement builds on the BIW I foundation and provides students with additional skills in PowerPoint, Quickbooks, records management, and collaboration software. This secondary stage in the BIW pathway increases students' value and opportunities in multiple occupations, including but not limited to: office, business, and executive administrative support, office supervision/coordination, small business support, retail sales, and customer service. Students completing this stage of the BIW pathway will be equipped to take multiple Microsoft Office Specialist credential exams and become a Quickbooks certified user.

- 2. Rationale for the regional programs.**

The Business Information Worker II pathway is a consistent statewide pathway designed with faculty and industry involvement to prepare students for in-demand jobs, and to inform business of the rich capabilities that exist at every California Community College Campus. On occasion one or two new courses need to be developed by a college to align with the pathway. However, because the pathway utilizes existing academic programs and courses, often no new curriculum is required. 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 CCCC (See PCAH pp. 85-88, 136, 147, 148, 165, 168, and 176)**

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

The ten occupations are First Line Supervisors of Office and Administrative Support Workers (43-1011), Customer Service Representatives (43-4051), Court, Municipal, and License Clerks (43-4031), Eligibility Interviewers, Government Programs (43-4061), Loan Interviewers and Clerks (43-4131), New Accounts Clerks (43-4141), Human Resources Assistants, except Payroll and Timekeeping (43-4161), Secretaries and Administrative Assistants, Except Legal, Medical, and Executive (43-6014), Executive Secretaries and Executive Administrative Assistants (43-6011), and Office and Administrative Support Workers, All Other (43-9199); hereinafter this occupational cluster will be referred to as Business Information Worker II (BIW II).

The BIW II is a growth occupation in Los Angeles and Orange County. Historically, the LA/OC region has seen a three-year increase in BIW II occupations from 320,970 jobs (2012) to 339,471 jobs (2015). This represents

real occupational growth of 18,501 BIW II jobs in the region. Moreover, the five-year projection (2016-2021) of BIW II jobs is predicted to continue with an additional 12,937 jobs added. This represents 11.8% growth (2012-2021).

The LA/OC regional median wage for BIW II jobs is \$20.66/hr (25th percentile is \$16.35/hr and 75th percentile is \$26.04/hr). In an average month, there were 11,708 unique job postings for BIW II occupations.

Last, in 2015 there were 12,084 BIW II regional openings; however, there were only 1,981 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 Q2 2016-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
<i>Statewide identified skill proficiency:</i>	Specific to each college	Specific to your college	
Complete BIW I pathway courses		Complete BIW I pathway courses	23
Microsoft PowerPoint	CAOT 108	Presentation Design for the Office	2
Microsoft Excel (intermediate)	CAOT 87	Excel Concepts for Business Applications	2
Introduction to SharePoint for Collaboration and Doc Mgmt OR Microsoft Access	CAOT 86	Microcomputer Applications: Database	3
Computerized Accounting w/ Quickbooks	ACCTG 32	Accounting Using Quickbooks Pro	3
Electronic Records Management (w Access or SharePoint)	CAOT 33	Records Management and Filing	2
Introduction to Customer Relationship Management (CRM)	MGMT 31	Human Relations for Employees	3
			38