

# Business Information Worker I Certificate Program Guide 2020-2021

## Career Highlights

Office and administrative support positions are responsible for a variety of administrative and clerical duties necessary to run an organization efficiently. They serve as an information manager for an office, schedule meetings and appointments, organize and maintain proper electronic files, support projects, conduct research, and provide information via phone and e-mail. They also use computer applications to create spreadsheets, compose correspondences, and prepare reports and presentations.

For more information regarding this career visit: [Career Coach](#).

## Program Information

The Business Information Worker I (BIW I) Certificate Program designed as the first level in a series of certificate options to prepare students for entry-level office and administrative support in a variety of job positions, including general office clerks, retail salesperson, customer service representatives, receptionist, and information clerks. Students can expect to learn the following: basic oral and written communications; basic computer application skills, including beginning Excel, Word, and Outlook; fundamentals of computer systems; and 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. Students completing this program will be eligible to take the Microsoft Office Specialist (MOS) certifications in Word, Excel and Outlook.

The program consists of seven (7) required courses.

## Eligibility Requirements

To be eligible for the program candidates must:

- 18 years or older.
- [Apply online](#) or in-person at any NOCE Center.
- Complete an online General Orientation at least 24 hours prior to registering for Business Information Worker I Certificate Program courses.

## Program Location and Contact Information

NOCE Anaheim Campus  
1830 W. Romneya Drive  
Anaheim, CA 92801

Career Technical Education (CTE)  
Office, Room 513  
714-808-4915, [careers@noce.edu](mailto:careers@noce.edu)

Counseling and Student Services  
Department, Room 215  
714-808-4682

Contact for general certificate  
program information

Contact for course advisement,  
career counseling, and college  
planning

## Program of Study Leading to a Certificate

*This information is for advisement purposes only and subject to change*

<b>Required Core Courses for Business Information Worker I Certificate</b>				
Core courses are listed in the order of the program's recommended sequence				
Course #	Course Title	Hours	Prerequisite(s)	Completion Status
COMP 685	Computer Keyboarding, Beginning	36		
❖ OTEC 210	Computer Concepts and Applications I	36		
OTEC 100	Office Essentials	24		
OTEC 211	Computer Concepts and Applications II	60	<ul style="list-style-type: none"> <li>• OTEC 210</li> <li>• COMP 685</li> </ul>	
OTEC 105	Microsoft Outlook Fundamentals	12		
BMGR 415	Written Communications	18		
OTEC 110	Business Math for Office Technology	24		
<b>Completion Timeline</b>				
All required courses for the Business Information Worker I Certificate must be completed and students must maintain Catalog Rights. NO EXTENSIONS and/or EXCEPTIONS WILL BE GIVEN. Students not meeting the requirements and/or not maintaining catalog rights will be required to repeat any classes and/or complete any additional program requirements.				

❖ Students are required to see a NOCE Counselor to complete an educational plan. Counselor appointments can be made in person at the Anaheim campus in room 215 or by phone at 714-808-4682.

## Additional Program Information

### Catalog Rights and Completion Deadline

The course requirements for a specific certificate program may change from one catalog to the next and, therefore, may change during the period of time that a student attends NOCE. Catalog rights established when a student first takes classes at NOCE protect the student from being held for additional program requirements that may be added to a later catalog.

Students maintain catalog rights by maintaining continuous enrollment in one of the following courses at NOCE: Basic Skills, Career Technical Education, Disability Support Services, and English as a Second Language. Continuous enrollment is enrollment in any two of the previous consecutive terms, including Summer, resulting in an academic record of A, B, C, D, F, P (Pass), NP (No Pass), SP (Satisfactory Progress), or W (Withdrawal). Missing more than two consecutive terms will result in loss of catalog rights due to a break in continuous enrollment.

If continuous enrollment is broken the student must adhere to the catalog requirements in effect at the time continuous enrollment is re-established and maintained. The lab enrollment in CCTR 100, keyboarding exams, and required certifications (e.g. CPR card) cannot be used to maintain catalog rights. Course substitution and course challenges do not maintain catalog rights.

This policy supersedes all previous catalog rights provisions and applies only to the programs at NOCE.

### Course Substitutions:

Accepted Course:	Substituted For:
BUSN 320: Office Skills I <b>AND</b> BUSN 321: Office Skills II at NOCE	OTEC 100: Office Essentials

### Challenge Exams

Course:	Requirements:
COMP 685: Beginning Keyboarding	<ul style="list-style-type: none"><li>• Completed application showing proof of work experience or typing speed of at least 25 NWPM.</li><li>• If in-person services are closed due to COVID-19, the challenge exam will be administered remotely and students must meet the system requirements.</li><li>• Students must pass a 5-minute keyboarding test by typing a minimum of 35 net words per minute (NWPM) with five or less errors.</li><li>• Students are allowed to take the challenge exam up to (3) different days.</li><li>• Students who do not pass the Keyboarding Challenge Exam within the maximum number of attempts <b>will be required to take COMP 685: Beginning Keyboarding.</b></li><li>• Contact the CTE Office at <a href="mailto:careers@noce.edu">careers@noce.edu</a> to request the application.</li></ul>

## Course Waivers

Accepted Course:	Waiver For:
BUSN 341: Computer Applications for the Administrative Assistant II at NOCE <i>(if taken in Winter 2017 or later)</i>	COMP 685: Computer Keyboarding, Beginning

## Program Attendance and Grading Requirement

In-Person Classes	Online Classes
<p><b><u>First Day Of Class</u></b>  <b>ATTENDANCE ON FIRST DAY OF CLASS IS MANDATORY</b> to secure your place in class. If you are not in class ONE HOUR after the scheduled start time, your spot could be assigned to a student on the waitlist.</p> <p>No student will be allowed to enroll in a class after the established deadline.</p>	<p><b><u>First Week of Attendance</u></b>  <b>FIRST WEEK OF ATTENDANCE IS MANDATORY</b> to secure your place in class. If you do not sign in to your Canvas course and/or contact your instructor by 11:59 p.m. on Wednesday during the first week of the course, your spot could be reassigned to a student on the waitlist and you will be dropped from the course.</p> <p>No student will be allowed to enroll in a class after the established deadline.</p>
<p><b><u>Ongoing Attendance</u></b>            Regular attendance is expected of every student.</p>	<p><b><u>Ongoing Active Participation</u></b>            Ongoing active participation is expected of every student. Active participation requires more than just logging into Canvas. Students who do not actively participate on a weekly basis will be dropped from the class.</p>
<p><b><u>Waitlisted Students</u></b>            Students on the waitlist should attend the first day of class.</p> <p>During COVID-19 waitlisted students are not authorized on campus and must contact the CTE Office for further instructions.</p>	<p><b><u>Waitlisted Students</u></b>            Students on the waitlist will be notified as soon as possible when seats open up in classes. If you do not accept, by the deadline given in your e-mail notification the seat will be offered to the next student on the waitlist.</p>
<p><b><u>Grading Policy</u></b>            All courses in this program are graded (Pass or No Pass).</p> <p>In order to be eligible to receive a passing grade, students in this program must meet both the minimum attendance requirements and the 80% or higher grading requirement.</p>	<p><b><u>Grading Policy</u></b>            All courses in this program are graded (Pass or No Pass).</p> <p>In order to be eligible to receive a passing grade, students in this program must meet both the minimum attendance requirements through ongoing active participation and the 80% or higher grading requirement.</p>

## Graduation Check for Program Certificate and Commencement

To receive the certificate and participate in the commencement ceremony, students must schedule and attend a Graduation Check/Exit Interview appointment with a NOCE Counselor at the end of your final term to complete the application for program certificate. If you do not plan on participating in the commencement ceremony, you still must schedule a Graduation Check/Exit Interview appointment with a NOCE counselor.

Once the Records Office receives your application and verifies that all the requirements have been met, the program certificate will be mailed to you.



Accredited by:  
Accrediting Commission for Schools,  
Western Association of Schools and Colleges  
533 Airport Blvd., Suite 200 Burlingame, CA 94010  
Website: [www.acswasc.org](http://www.acswasc.org)

The North Orange County Community College District's (NOCCCD) North Orange Continuing Education (NOCE) Administrative Offices are located at 1830 W. Romneya Drive in Anaheim, California 92801. For more information, call 714.808.4645 or visit [www.noce.edu](http://www.noce.edu). It is the policy of NOCCCD to provide an educational, employment, and business environment in which no person shall be unlawfully subjected to discrimination or sexual harassment, nor unlawfully denied full and equal access to the benefits of District programs or activities on the basis of ethnic group identification, national origin, religion, age, gender, race, color, ancestry, sexual orientation, marital status or physical or mental disability as defined and prohibited by state and federal statutes. The District is also committed to maintaining campuses that are free of harassment, drugs and alcohol. To read the entire NOCCCD nondiscrimination statement, see the policy in the General Information section in the back of the NOCE class schedule.