



Certificate of Achievement

Business Information Worker I



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.

	UNITS
CAOT 1	Computer Keyboarding I 3
CAOT 32**	Business Communications 3
CAOT 35	Concepts in Information Systems 3
CAOT 39**	Word Processing: Keyboarding & Operations (Microsoft Word)..... 3
CAOT 48	Customer Service..... 3
CAOT 85**	Microcomputer Office Applications: Spreadsheet (Excel)..... 3
CAOT 92**	Computer Windows Applications..... 2
CAOT 111**	Microcomputer Office Applications: Electronic Communications 2
	Total..... 22

22 units

**This course has an advisory.