

BUSINESS TECHNOLOGY CERTIFICATE (28 credits) Certificate 99-9121

This certificate prepares students for careers in business, office and office support related areas. From front line receptionists to office managers, individuals completing this certificate will have critical entry-level business and technology skills used in today's modern office environments. Managers and supervisors will also benefit from improving their business technology skills and knowing more about what skills and abilities can be developed in their office personnel. Warehouse and seasonal lead workers and others with no post high school education who are looking to move up within an organization may also benefit from this training.

Course	Course Name	Credits	Lec-Lab
101-102	Office Accounting	3	2 - 2
102-137	Business Communications	1	1 - 0
104-130	Fundamentals of Customer Service	3	3 - 0
106-108	Proofreading & Editing	1	0 - 2
106-129	Business Filing	1	0 - 2
106-140	Keyboarding	1	0 - 2
106-145	Information Technology Essentials	3	2 - 2
106-146	Word Processing Applications ¹	3	1 - 4
106-155	Publication Design & Production	2	2 - 2
106-156	Business Databases	3	2 - 2
106-159	Business Spreadsheets	3	2 - 2
106-165	Business Presentations/Training	2	1 - 2
804-117	Business Math	3	3 - 0

¹Course has prerequisites.

Course Descriptions

101-102 Office Accounting 3 Credits

Office Accounting is a basic course in accounting principles and bookkeeping procedures. Topics include journalizing and posting transactions, preparing worksheets, adjusting and closing entries, and preparing the financial statements. Emphasis is on the service enterprise and accounting for cash.

102-137 Business Communications 1 Credit

In Business Communications, students will learn the basics of professional and effective communication in business settings. Students will receive instruction and feedback on oral communication as well as the use of written communications to include business emails, memos, and letters. The importance of favorable and appropriate communication with both internal and external parties will be covered. All written communications will require keyboard use.

104-130 Fundamentals of Customer Service 3 Credits

This course is designed for learners who desire training in the fundamentals of customer service as they relate to business. It introduces core customer service concepts and an overview of the essential skills needed to succeed in any organization. In addition to dealing with internal and external audiences, specific topics include: listening techniques, verbal and nonverbal communication, dealing with various customer types, use of technology, handling a variety of complex customer situations, as well as an overview of careers within the customer service industry.

106-108 Proofreading and Editing 1 Credit

Students will develop proofreading skills for identifying and correcting punctuation, grammar, spelling, and usage errors. This course also includes editing skills for improving format, consistency, clarity, conciseness, and completeness. Activities require applying proofreading and editing skills to realistic business communications in both print and electronic formats. Touch keyboarding and basic word processing skills are helpful.

106-129 Business Filing 1 Credit

Students learn the Association of Records Managers and Administrators (ARMA) filing rules through experience with various filing methods in a practice simulation. Students will also be introduced to file maintenance procedures, supplies, and equipment.

106-140 Keyboarding 1 Credit

Students will master the computer keyboard by touch including the letters and numeric keypad. Computer software is used to begin development of acceptable speed and accuracy levels. Students completing this course may be ready for 106-131 Keyboarding Applications, or may continue to develop their proficiency and keyboarding abilities in Skillbuilding. This course is not required for students who can demonstrate keyboarding skills of 30 words per minute with 3 or fewer uncorrected errors on a 3-minute timing.

106-145 Information Technology Essentials 3 Credits

This course provides an introduction to computers and information processing terms, hardware, software, networks, and buying a computer. Major topics also include effective use of a web browser, Microsoft Outlook's electronic mail, calendar, and contacts modules, and the basics of Windows operating system. Touch keyboarding skills are recommended.

106-146 Word Processing Applications 3 Credits

Students use word processing software to create, format, and edit business documents applying features such as headers/footers, macros, merge, templates, tables, columns, outlines, fonts, and graphics. Software functions, theory and production will be assessed. **Prerequisite: Touch keyboarding speed of 40 words per minute and basic computer skills.**

106-155 Publication Design & Production 3 Credits

Utilizing software such as Photoshop Elements and Adobe InDesign, students will combine the technology of the personal computer, scanners, digital cameras, color printers, and desktop publishing software with specific design and layout concepts. Students will apply the proper use of typefaces, graphics, tables, text and user-defined boxes, horizontal and vertical rules to the design and layout of newsletters, brochures, and other documents. The pace of this course is based on touch keyboarding skill of 40 words per minute and basic computer skills.

106-156 Business Database 3 Credits

This course is designed to teach the basic elements of Microsoft Access. Applications will include the creation of a database; finding, displaying, and deleting records; providing listings and reports; making tables; and managing mailing lists. Basic computer skills are expected.

106-159 Business Spreadsheets 3 Credits

Using Microsoft Excel, students will learn the elements of a spreadsheet: worksheet capabilities (create, modify, enhance, save, print, and erase worksheets), graphing capabilities (create graphs, bar charts, and pie charts), and database capabilities (create, sort, and query). Basic computer skills are expected.

106-165 Business Presentations/Training 2 Credits

Microsoft PowerPoint software will be used to create dynamic, professional-looking presentations. In addition, emphasis will be placed on developing training skills that will include analyzing/determining training needs, understanding learning styles, development of resources/curriculum, using presentation/training technologies, and evaluating training success. Touch keyboarding and basic word processing skills are necessary.

804-117 Business Mathematics 3 Credits

This course is designed to build your knowledge of math including whole numbers, decimals, fractions, percents, formulas, equations, and statistics. These skills will be reinforced in business applications including bank records, payroll, discounts, markup and markdown, interest calculations, annuities, depreciation, inventory and more.