



Business Information Worker Pathway Course Guide

	Course Name or Topic	Related 3 rd Party Certifications	C-ID as example	Course Description	College Course Title and Course Number
Stage One	Keyboarding				
	MS Windows*			This course is an overview of the features of the Microsoft Windows operating system and environment. Students learn to use and customize the start menu; work with Windows accessory programs; manage storage drives; work with folders and files; create shortcuts; and customize the desktop.	
	MS Word*	MOS: Microsoft Office Word		This course is an introduction to document formatting using Microsoft Word. Students create fliers, letters, memos, reports and office documents. Topics include mail merge and table basics and may introduce advanced features and text editing tools of Microsoft Word. Students create reference documents, online forms and newsletters. Topics may include the use of macros and collaboration and integration tools.	
	MS Excel*	MOS: Microsoft Office Excel		This course is intended for students, office support personnel, and business owners who require a competency in performing tasks in Microsoft Excel. Students receive hands-on instruction on how to create, modify, and enhance workbooks and charts.	
	MS Outlook*	MOS: Microsoft Office Outlook		This course is an introduction to the features of Microsoft Outlook. Students learn how to manage messages, schedule appointments, organize and manage tasks and contact lists, and customize Outlook.	
	Information Systems – Basic			This course is an introduction to basic principles and theory relating to problem solving and analysis in business organizations using computers and software packages. Emphasis is placed on computer organization, data processing systems, decision support systems, and systems analysis. Business	

				software is reviewed with an emphasis on spreadsheet systems including hands-on spreadsheet applications.	
	Business Communications		BUS 115	This course applies the principles of ethical and effective communication to the creation of letters, memos, emails, and written and oral reports for a variety of business situations. The course emphasizes planning, organizing, composing, and revising business documents using word processing software for written documents and presentation-graphics software to create and deliver professional-level oral reports. This course is designed for students who already have college-level writing skills.	
	Human Relations/ Customer Service			This course introduces students to human behavior as it relates to the internal business. Topics include leadership, communication, status, decision making, motivation, and personnel problems. Topics include leadership in customer service, customer retention and satisfaction, classifications of service organizations, and principles and practices of internal service.	
	*Microsoft Office 365 is now commonplace in the work environment and is recommended.				
Stage Two	MS PowerPoint*	MOS: Microsoft Office PowerPoint		This course provides students with the basic knowledge of how to create, modify, and present PowerPoint slide shows. Students add and modify both text and graphics; insert and modify information graphics and multimedia; apply, modify, and create master pages; apply, modify, and create templates. Students integrate other Microsoft programs with PowerPoint. This course is designed for students and professionals acquiring or updating basic skills in creating and editing professional presentations.	
	MS Excel – Intermediate*			This course is designed for students preparing for a career or job in which a competency in intermediate-to-advanced Excel functions is required to perform daily tasks. Students receive hands-on instruction on charts, PivotTables, PivotCharts, functions, formulas, data validation, autofilters, what-if analyses, templates, macros, Visual Basic for applications, and integration of Excel with other programs.	

Either/or	Introduction to SharePoint for Collaboration and Document Management*	MOS: Microsoft Office SharePoint		This course provides students with the fundamental knowledge and skills required to work with Microsoft SharePoint using Microsoft 365. Students create, edit and maintain collaboration sites, including webpages, user communities, wikis and blogs in office environments that require multi-user access. This course is designed for students majoring in Business, Computer Business Technology, and/or Information, Network, and Web Technologies, as well as for business professionals seeking to update skills. (The user end of SharePoint following the Microsoft Official Curriculum MS 55029)	
	MS Access*	MOS: Microsoft Office Access		This course introduces students to the fundamentals of Microsoft Access. Topics include creating, modifying, and sorting database tables; creating queries; creating and enhancing custom forms and reports; modifying the database structure, and importing and exporting data to other programs. This course is intended for students majoring in a computer business technology field, professionals acquiring or updating basic skills in creating and editing professional databases, or anyone interested in learning the fundamental functions of Access.	
	Computerized Accounting with QuickBooks	QuickBooks Certified User		QuickBooks Prep: This course illustrates how to use accounting computer programs in a commercial business enterprise. The main objective is to provide the student with a complete guide to creating and maintaining a proper accounting system while using a popular accounting software program (QuickBooks Pro) on a personal computer. The full accounting cycle and payroll is evaluated within a typical business environment. Business transactions are identified, labeled, recorded, and processed for both service and merchandise businesses. In addition, financial statements are constructed, evaluated, and reviewed for accuracy and completeness.	
	Electronic Records Management (with Access or SharePoint)*			This course is an introduction to electronic records management. Emphasis is placed on the use of electronic media to create and store documents. This course is designed for students pursuing a career in records management and for those interested in managing electronic files. (Requires Access or SharePoint capability)	

	Customer Relationship Management	CRM activities: community, engagement, follow up, and CRM tools used: Salesforce.com, ACT, Goldmine, etc.		(Focused on serving external customers/Customer Relationship Management) This course provides students with basic knowledge of customer service by examining customer service from the provider's and customer's perspectives. It takes a pragmatic approach to applying the principles of service within an organization. This course is intended for students majoring in business or others interested in business.	
*Microsoft Office 365 is now commonplace in the work environment and is recommended.					
Specialist Bundle	These are advised for up-skilling of experienced business office staff or as advanced electives to the BIW series.				
	Presentation Marketing/Communication Support (This is a new batch of skills that may be taught in one or more courses at participating colleges)			A review of market-dominant digital communication technologies (software and Internet platforms) and the associated essential digital asset protocols (intellectual property, file management, and archiving) for presentation and marketing support functions; including: 1) Design and Graphics (e.g., Photoshop) 2) Support/Social Media Support (e.g., Facebook, LinkedIn, Twitter, Instagram) 3) Email Marketing Support (e.g., Constant Contact) 4) Basic Web Analytics Support (e.g., Google Analytics, Google Alert) 5) Video Creation Support (e.g., YouTube, Vimeo, iMovie) 6) Collaboration tools (e.g., Google Docs, Dropbox, Google Drive)	
	Project Management Concepts	CompTIA Project+		Project Management Concepts (w/Excel, Project+, etc.)	
	Salesforce.com Preparation	Salesforce Certified Administrator		Preparation for Salesforce.com basic administrative skills certification	