

**Cañada College**  
*Business Information Worker*  
Certificate of Specialization: Not Transcript Reported

The Business Information Worker (BIW) certificate of specialization provides students with essential business and office technology skills for entry-level positions in today's workforce. Students will gain proficiency in Microsoft Windows, word processing, computer keyboarding, and interpersonal workplace relations. These foundational skills prepare students for success in various office environments and create a pathway to further business information worker training. This certificate is designed to scaffold into the more comprehensive 18-unit BIW certificate, offering students a flexible approach to career advancement.

**Career Opportunities:**

Upon completing this certificate of specialization, students will be prepared for entry-level support positions in various office settings, including roles such as administrative assistant, office clerk, receptionist, or data entry specialist. The skills acquired in computer applications, keyboarding, and workplace communication are essential for supporting office operations in industries like healthcare, finance, education, and government. This certificate also provides a strong foundation for further study, leading to higher-level administrative or specialized business roles through advanced certifications.

**Program Learning Outcomes:**

Upon Completion of Certificate requirements, students will be able to:

- Improve keyboarding and proofreading skills, including speed, accuracy, and attention to detail for producing professional documents.
- Demonstrate proficiency in using Microsoft Windows and basic word processing software to complete everyday office tasks efficiently.
- Apply practical human relations skills in a professional workplace environment, including communication, teamwork, and conflict resolution.

Complete Core Courses, 7.5 units		Units
BUS. 101 Human Relations in the Workplace		3
CBOT 448 Using Microsoft Windows		1.5
CBOT 472 Beginning Word Processing		1.5
or		
CBOT 474 Intermediate Word Processing		1.5
CBOT 415 Beginning Computer Keyboarding		1.5
Total Required Units		7.5

**Curriculum Committee Approval Date:**  
**Effective Term: Fall 2025**  
**Program Originator: Candice Nance**