

**College of Education  
WIOA Certificate Proposal  
Business Computer Applications Certificate  
13 weeks~340 hours**

**Submitted by Dr. Patrice C. Boyles**

All courses are currently listed in CSU Catalog

**Courses**  
Microcomputer Applications- T&ED 4330- 13 weeks

**Program Description:**

Completers of the Business Computer Applications Certificate acquire digital literacy and technical skills to become gainfully employed in a business environment as a customer service representative, general office clerk, receptionist, secretary and teller. Students will become proficient in industry software, Microsoft Windows Applications (Word, Excel, Power Point, Access, Outlook, MS Publisher). Students must successfully pass the Microsoft Office Specialist Exam to obtain industry certification.

**Course Descriptions:**

**T&ED 4330-**Application and hands-on experience related to business software using operating systems, and spreadsheets, database, word processing and presentation applications. Prerequisites: Consent of department

**Possible Careers**

- Secretaries
- Information Clerks
- Customer Service Representatives
- Desktop Publishers
- General Office Clerks
- Tellers

<b>Quick Facts: Information Clerks</b>	
<b>2016 Median Pay</b> ?	\$32,920 per year \$15.83 per hour
<b>Typical Entry-Level Education</b> ?	<a href="#">See How to Become One</a>
<b>Work Experience in a Related Occupation</b> ?	None
<b>On-the-job Training</b> ?	<a href="#">See How to Become One</a>
<b>Number of Jobs, 2016</b> ?	1,516,800
<b>Job Outlook, 2016-26</b> ?	3% (Slower than average)
<b>Employment Change, 2016-26</b> ?	38,600