

# CUSTOMER SERVICE TECHNOLOGY LEVEL 1, CERTIFICATE OF COMPLETION

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**Banner Code:** 3\_NCH\_CS1

**Not Financial Aid Eligible**

Business Information Workers are part of an industry-vetted program that directly leads to employment with numerous entry-level jobs available throughout California. The Business Information Worker (BIW) is one of the best options for those looking to enter the workforce, as well as for stranded or adult workers who need to refresh their skills in a technologically changing work environment. Students can take foundational classes that allow them to get a job in less than six months and take more advanced classes while they advance in their careers.

## Program Level Student Learning Outcomes

Upon completion of this program, students will be able to:

1. Based on a typical business scenario, use Microsoft Windows to organize, retrieve, and manipulate digital data stored on a computer.
2. Using the touch-type method of keyboarding, with appropriate techniques, type at least 38 words per minute proficiently.

This award confirms that a student has completed a noncredit program that prepares students to progress in a career path or to take degree-applicable courses.

Course	Title	Hours
<b>Required Core</b>		
Complete the following:		
BC C011N	Introduction to Windows Operating System (Noncredit)	27
BC C012N	Keyboarding Basics (Noncredit)	27
<b>Total Hours</b>		<b>54</b>