

Chicago State University WIOA Certificate Proposal

Business Essentials Certificate ~ 15 Credits – 30 weeks

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- All courses are currently listed in CSU Catalog.

Courses

Business Communications- T&ED 4315 – 3 credits
Microcomputer Applications- T&ED 4330- 3 credits
Business Mathematics – T&ED 2215- 3 credits
Office Management – BE 4350 – 3 credits
Consumer Education – BE 4320- 3 credits

Program Description:

Completers of the Business Essential Certificate acquire transferrable skills to become gainfully employed in a business environment as a sales clerk, file clerk, receptionist, administrative assistant or clerical assistant. Students will become knowledgeable of basic keyboarding skills and Microsoft Windows Applications (Word, Excel, Power Point, Access). Students will learn how to write and format business letters and acquire confidence on working with consumers in an office environment.

Course Descriptions:

T&ED 4315- Application of the fundamental process of communications in business and professional simulation, such as conferences, job applications, interviews, reports and research papers. Writing emphasis course. Prerequisite: consent of the department.

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

T&ED 2215-Principles of mathematics and applications to practical business situations; Conceptual understanding and skill developments in areas of fundamentals mathematical processes, business-related transactions. Consumer-and employment related situations, and advanced business applications. Prerequisite: Successful completion for the mathematics qualifying examination.

BE 4350-Principles and practices in office administration and information management. Emphasis placed on human relations, material and equipment in the office environment. Prerequisite: Junior standing or consent of the department.

BE 4320- A study of the changing role of consumers, consumption of goods and services, and planning for the future. Issues and problems examined from the point of view of business, government, agriculture, and consumer. Prerequisite: Sophomore standing.

POSSIBLE CAREERS

Hotel/Motel Clerks
Administrative Assistants
Data Entry Clerk
Clerical Assistant
Store Clerk
Sales Clerk
File Clerk

Summary

Quick Facts: General Office Clerks	
2015 Median Pay ?	\$29,580 per year \$14.22 per hour
Typical Entry-Level Education ?	High school diploma or equivalent
Work Experience in a Related Occupation ?	None
On-the-job Training ?	Short-term on-the-job training
Number of Jobs, 2014 ?	3,062,500
Job Outlook, 2014-24 ?	3% (Slower than average)
Employment Change, 2014-24 ?	95,800

[What General Office Clerks Do](#)

General office clerks perform a variety of clerical tasks, including answering telephones, typing documents, and filing records.

[Work Environment](#)

Although general office clerks are employed in nearly every industry, many work in schools, healthcare facilities, and government offices. About 1 in 4 worked part time in 2014.

[How to Become a General Office Clerk](#)

General office clerks typically need a high school diploma or equivalent. Most learn their skills on the job.



General office clerks perform a variety of administrative tasks, such as copying and scanning documents.