

DISCOVERY COMMUNITY COLLEGE

SCHOOL OF BUSINESS AND TECHNOLOGY

Business Office Management with Cooperative Work Experience diploma program (BOM w/CWE)

Web and Office with Cooperative Work Experience certificate program (WO w/CWE)

Business Finance Management with Cooperative Work Experience diploma program (BFM w/CWE)

CURRICULUM GUIDE

Development Date: June 2022

Recent Revision Dates: July 2022; November 2022; April 2023; May 2023; July 2023.

Current revision: August 2023.

PURPOSE

Each of these programs is designed to provide the learners with the hands-on training required to develop the skills, knowledge, and attitudes that will enable them to work in a variety of administrative roles within the business community.

The area in which each graduate works will depend on his/her interests and on the individual programs completed. Graduates may work in accounting and/or payroll administration, in administrative support roles, in jobs requiring knowledge of computer software and web design, and in either business or non-profit organizations.

PROGRAM Methods of Delivery

Each of the programs described below may be offered in three delivery models:

- In person in the classroom at a DCC campus with work experience placements in the community.
- In person online (synchronous) with work experience placements in the community.
- Blended in person in the classroom and in person online (synchronous) with work experience placements in the community.

PROGRAM DESIGN BOM w/CWE

Revised: 2023-07-31

	Weeks	Hours	Delivery Method
Business Office Management (BOM) diploma program:			
<ul style="list-style-type: none"> ▪ GO Week (Get Oriented – online learning, DCC policy & procedure, financial literacy) 	1	20	In class or online
Prerequisite Office Skills (120 hrs) courses: <ul style="list-style-type: none"> ▪ Windows 11 Operating System ▪ Canada Essential Skills ▪ Common MS Office Features ▪ Digital Marketing Essentials 	6	10 10 16 84	All courses in class or online
Certify with Words and Numbers (240 hrs) courses: <ul style="list-style-type: none"> ▪ Microsoft Word ▪ Microsoft Word Certification ▪ Microsoft Excel ▪ Microsoft Excel Certification ▪ Introduction to Business Essentials 	12	54 28 54 28 44	All courses in class or online

	Weeks	Hours	Delivery Method
▪ Microsoft Planner		32	
Communicate Your Stories (240 hrs) courses:	12		In class or online
▪ Microsoft PowerPoint		40	
▪ Microsoft PowerPoint Certification		30	
▪ Microsoft Outlook		16	
▪ Microsoft Outlook Certification		16	
▪ Operations Management		24	
▪ Chrome Browser		10	
▪ Social Media Marketing		104	
Build Your Own Business (240 hrs) courses:	12		In class or online
▪ Search Engine Optimization		112	
▪ Starting Your Own Business		128	
Essential Business & Accounting Skills (240 hrs) courses:	12		In class or online
▪ Human Relations Management		28	
▪ Accounting Management		20	
▪ Business Communication		40	
▪ Excel for Accounting		8	
▪ Manual Bookkeeping		120	
▪ Manual Payroll		24	
Certified Digital Accounting (240 hrs) courses:	12		In class or online
▪ Sage 50 Accounting		100	
▪ Sage 50 Accounting Certification		20	
▪ Striven		44	
▪ QuickBooks Online		60	
▪ QuickBooks Online Certification		16	
▪ Employability Skills	1	20	In class or online
▪ Preparation for and Conclusion of Cooperative Work Experience (The second week will be scheduled immediately after the CWE)	2	40	In class or online
▪ Cooperative Work Experience	68	1360	On site
Total	138	2760	

Learning Outcomes for the BOM w/CWE program

Analyze and interpret best practices within the scope of practice for web, business applications, and financial application office workers in the following areas:

- Analyze and internalize the college student manual, financial literacy, MS-Teams platform for learning and soft skills such as professionalism, time management and study skills.
- Describe and use the current Windows operating system, common MS-Office features, and Canadian essential skills.
- Using multiple design philosophies to design and revise webpages to maximize visitor traffic, improve search engine efficiency and maximize conversion rates while minimizing advertising costs.
- Use Word, Excel, PowerPoint, Outlook, and MS-Planner to efficiently create documents, spreadsheets, presentations, emails, and plans that communicate ideas clearly and effectively.

- Use Word, Excel, PowerPoint, and Outlook to create documents and emails that demonstrate the skills required to pass the first level MOS exam in each application.

Analyze and interpret best practices within the scope of practice for business office workers in the following business areas:

- The nature of Canadian business and how it fits into global economic systems.
- Conducting business ethically and responsibly.
- Entrepreneurship and the creation of a viable plan for a small business.
- The growing complexity in the global business environment and major world marketplaces in light of trade agreements.
- Describe the activities that constitute the business management process and identify the basic management skills of a successful manager.
- Discuss the elements that influence a firm's organizational structure, including specialization and departmentalization, responsibility, and authority, centralized and decentralized.
- Define human resource management and explain how managers create a human resources plan in terms of hiring policy's; salaries, incentives, and benefits; workforce diversity and unionism in Canada.
- Identify and discuss the basic forms of employee behavior in organizations as it related to individual difference, employee motivation, job satisfaction, and leadership.
- Identify the characteristics that distinguish service operations from goods production in relation to operations planning, productivity and quality assurance, and supply-chain strategies.
- Explain the concept of marketing and identify the forces on it in relation to a marketing plan, market segmentation, marketing research, consumer buying patterns, organizational market types, branding and packaging.
- Identify the various pricing objectives that govern pricing decisions in terms of price-setting tools, pricing strategies, objectives of promotion, role of advertising, distribution channels and the role of intermediaries.
- Explain the role of accountants in terms of their professional designations, creation of basic financial statements, financial ratios, and ethics in accounting and reporting company health.
- Define money and identify where companies can obtain it with reference to financial institutions, the Bank of Canada, alternative banks, specialized lending and saving intermediaries, investment dealers and international banking and finance institutions.
- Describe the role of a company financial manager in relation to expenditures, long and short-term financing, risk aversion, common and preferred stock options, and other financial vehicles for raising capital.
- Analyze professional business communication in today's digital, social, and mobile world regarding writing positive and negative business messages, creating digital media, giving in-person oral and online presentations, resume writing and job search skills.
- Use generally accepted accounting principles to create general journals, general ledgers, trial balances, special journals, and payroll report document in manual bookkeeping.
- Review and apply essential Canadian payroll concepts by completing a series of exercise and assignments.
- Use Sage 50 Accounting to record financial transactions in the General, Accounts Payable and Accounting Receivable modules, carry out Payroll entries, control Inventory and projects, and create all required reports.
- Use Sage 50 Accounting to record financial transactions that demonstrate the skills required to obtain the first level certification.

- Explore Striven, a cloud-based enterprise resource planning solution which features accounting, inventory management, human resources, customer relationship management, and project management functions.
- Use QuickBooks Online to record financial transactions in the General, Accounts Payable and Accounting Receivable modules, carry out Payroll entries, control Inventory and Projects, and create all required reports.
- Use Quick Books Online to record financial transactions that demonstrate the skills required to obtain the first level certification.
- Learn the skills, knowledge, and attitudes that will help the student to successfully pursue the career of their choice.

Preparation for and Conclusion of Cooperative Work Experience 40 hours

- Preparation for: Analyze and describe the skills, knowledge, and attitudes that will help the student to successfully complete their Cooperative Work Experience and pursue the career of their choice.
- Conclusion of: The final week will also be in the classroom to review the placement experience, goals, and achievements, and to prepare to take next steps after graduating from the program. Next steps may include a review of resumes and cover letters and how to find and apply for jobs. Additional in-class time may be scheduled during the work experience.

Cooperative Work Experience 1360 hours

Students will:

- Apply knowledge, skills, and behaviours learned in the classroom while performing workplace tasks.
- Track and respond to own self-development and learning needs.
- Initiate, support, and develop respectful, supportive, collaborative relationships in the practice environment.
- Adhere to employer policy and procedure, including health and safety protocols.
- Complete job tasks assigned by the employer.
- Demonstrate positive attitudes and behaviours.

Additional learning outcomes that support specific needs of the student and that link to the learning accomplished during the program may be listed. Specific activities that students will do during their work experience are listed in the TP & EP Work Experience document.

Career Occupation

The Business Office Management with Cooperative Work Experience program prepares students for career occupations in business, finance, and administration occupations. Examples include administrative and financial supervisors; administrative and regulatory occupations; accounting, insurance, and related business administrative occupations (NOC codes 1201, 1210, 1220, 1310, 1311).

PROGRAM DESIGN WO w/CWE

Revised: 2023-07-31

	Weeks	Hours	Delivery Method
Business Office Management: Web and Office (WO) certificate program:			
▪ Get Oriented (GO) Week	1	20	In class or online
Prerequisite Office Skills (120 hrs) courses:	6		
▪ Windows 11 Operating System		10	In class or online
▪ Canada Essential Skills		10	
▪ Common MS Office Features		16	
▪ Digital Marketing Essentials		84	
Certify with Words and Numbers (240 hrs) courses:	12		
▪ Microsoft Word		54	In class or online
▪ Microsoft Word Certification		28	
▪ Microsoft Excel		54	
▪ Microsoft Excel Certification		28	
▪ Introduction to Business Essentials		44	
▪ Microsoft Planner		32	
Communicate Your Stories (240 hrs) courses:	12		
▪ Microsoft PowerPoint		40	In class or online
▪ Microsoft PowerPoint Certification		30	
▪ Microsoft Outlook		16	
▪ Microsoft Outlook Certification		16	
▪ Operations Management		24	
▪ Chrome Browser		10	
▪ Social Media Marketing		104	
▪ Preparation for and Conclusion of Cooperative Work Experience (The second week will be scheduled immediately after the CWE)	2	40	
▪ Cooperative Work Experience	31	620	On site
Total	64	1280	

Learning Outcomes for the WO w/CWE program

Analyze and interpret best practices within the scope of practice for web, business applications, and financial application office workers in the following areas:

- Analyze and internalize the college student manual, financial literacy, MS-Teams platform for learning and soft skills such as professionalism, time management and study skills.
- Describe and use the current Windows operating system, common MS-Office features, and Canadian essential skills.
- Using multiple design philosophies to design and revise webpages to maximize visitor traffic, improve search engine efficiency and maximize conversion rates while minimizing advertising costs.
- Use Word, Excel, PowerPoint, Outlook, and MS-Planner to efficiently create documents, spreadsheets, presentations, emails, and plans that communicate ideas clearly and effectively.

- Use Word, Excel, PowerPoint, and Outlook to create documents and emails that demonstrate the skills required to pass the first level MOS exam in each application.

Analyze and interpret best practices within the scope of practice for business office workers in the following business areas:

- The nature of Canadian business and how it fits into global economic systems.
- Conducting business ethically and responsibly.
- Entrepreneurship and the creation of a viable plan for a small business.
- The growing complexity in the global business environment and major world marketplaces in light of trade agreements.
- Identify the characteristics that distinguish service operations from goods production in relation to operations planning, productivity and quality assurance, and supply-chain strategies.
- Explain the concept of marketing and identify the forces on it in relation to a marketing plan, market segmentation, marketing research, consumer buying patterns, organizational market types, branding, and packaging.
- Identify the various pricing objectives that govern pricing decisions in terms of price-setting tools, pricing strategies, objectives of promotion, role of advertising, distribution channels and the role of intermediaries.

Preparation for and Conclusion of Cooperative Work Experience 40 hours

- Preparation for: Analyze and describe the skills, knowledge, and attitudes that will help the student to successfully complete their Cooperative Work Experience and pursue the career of their choice.
- Conclusion of: The final week will also be in the classroom to review the placement experience, goals, and achievements, and to prepare to take next steps after graduating from the program. Next steps may include a review of resumes and cover letters and how to find and apply for jobs. Additional in-class time may be scheduled during the work experience.

Cooperative Work Experience 620 hours

Students will:

- Apply knowledge, skills, and behaviours learned in the classroom while performing workplace tasks.
- Track and respond to own self-development and learning needs.
- Initiate, support, and develop respectful, supportive, collaborative relationships in the practice environment.
- Adhere to employer policy and procedure, including health and safety protocols.
- Complete job tasks assigned by the employer.
- Demonstrate positive attitudes and behaviours.

Additional learning outcomes that support specific needs of the student and that link to the learning accomplished during the program may be listed. Specific activities that students will do during their work experience are listed in the TP & EP Work Experience document.

Career Occupation

The Web and Office with Cooperative Work Experience program prepares students for career occupations in business and administration occupations. Examples include administrative occupations (NOC code 1311).

PROGRAM DESIGN BFM w/CWE

	Weeks	Hours	Delivery Method
Business Office Management: Business Finance Management (BFM) diploma program:			
▪ Get Oriented (GO) Week	1	20	In class or online
Accounting Prerequisite Office Skills (20 hrs) courses:	1		
▪ Windows 11 Operating System		10	In class or online
▪ Canada Essential Skills		10	
Essential Business & Accounting Skills (240 hrs) courses:	12		
▪ Human Relations Management		28	In class or online
▪ Accounting Management		20	
▪ Business Communication		40	
▪ Excel for Accounting		8	
▪ Manual Bookkeeping		120	
▪ Manual Payroll		24	
Certified Digital Accounting (240 hrs) courses:	12		
▪ Sage 50 Accounting		100	In class or online
▪ Sage 50 Accounting Certification		20	
▪ Striven		44	
▪ QuickBooks Online		60	
▪ QuickBooks Online Certification		16	
▪ Employability Skills	1	20	
▪ Preparation for and Conclusion of Cooperative Work Experience (The second week will be scheduled immediately after the CWE)	2	40	In class or online
▪ Cooperative Work Experience	27	540	On site
Total	56	1120	

Learning Outcomes for the BFM w/CWE program

Analyze and interpret best practices within the scope of practice for web, business applications, and financial application office workers in the following areas:

- Analyze and internalize the college student manual, financial literacy, MS-Teams platform for learning and soft skills such as professionalism, time management and study skills.
- Describe and use the current Windows operating system, common MS-Office features, and Canadian essential skills.

Analyze and interpret best practices within the scope of practice for business office workers in the following business areas:

- Explain the role of accountants in terms of their professional designations, creation of basic financial statements, financial ratios, and ethics in accounting and reporting company health.
- Define money and identify where companies can obtain it with reference to financial institutions, the Bank of Canada, alternative banks, specialized lending and saving intermediaries, investment dealers and international banking and finance institutions.

- Describe the role of a company financial manager in relation to expenditures, long and short-term financing, risk aversion, common and preferred stock options, and other financial vehicles for raising capital.
- Analyze professional business communication in today's digital, social, and mobile world regarding writing positive and negative business messages, creating digital media, giving in-person oral and online presentations, resume writing and job search skills.
- Use generally accepted accounting principles to create general journals, general ledgers, trial balances, special journals, and payroll report document in manual bookkeeping.
- Review and apply essential Canadian payroll concepts by completing a series of exercise and assignments.
- Use Sage 50 Accounting to record financial transactions in the General, Accounts Payable and Accounting Receivable modules, carry out Payroll entries, control Inventory and projects, and create all required reports.
- Use Sage 50 Accounting to record financial transactions that demonstrate the skills required to obtain the first level certification.
- Explore Striven, a cloud-based enterprise resource planning solution which features accounting, inventory management, human resources, customer relationship management, and project management functions.
- Use QuickBooks Online to record financial transactions in the General, Accounts Payable and Accounting Receivable modules, carry out Payroll entries, control Inventory and Projects, and create all required reports.
- Use Quick Books Online to record financial transactions that demonstrate the skills required to obtain the first level certification.
- Learn the skills, knowledge, and attitudes that will help the student to successfully pursue the career of their choice.

Preparation for and Conclusion of Cooperative Work Experience 40 hours

- Preparation for: Analyze and describe the skills, knowledge, and attitudes that will help the student to successfully complete their Cooperative Work Experience and pursue the career of their choice.
- Conclusion of: The final week will also be in the classroom to review the placement experience, goals, and achievements, and to prepare to take next steps after graduating from the program. Next steps may include a review of resumes and cover letters and how to find and apply for jobs. Additional in-class time may be scheduled during the work experience.

Cooperative Work Experience 540 hours

Students will:

- Apply knowledge, skills, and behaviours learned in the classroom while performing workplace tasks.
- Track and respond to own self-development and learning needs.
- Initiate, support, and develop respectful, supportive, collaborative relationships in the practice environment.
- Adhere to employer policy and procedure, including health and safety protocols.
- Complete job tasks assigned by the employer.
- Demonstrate positive attitudes and behaviours.

Additional learning outcomes that support specific needs of the student and that link to the learning accomplished during the program may be listed. Specific activities that students will do during their work experience are listed in the TP & EP Work Experience document.

Career Occupation

The Business Finance Management with Cooperative Work Experience program prepares students for career occupations in business, finance, and administration occupations. Examples include accounting and related business administrative occupations; accounting technicians and bookkeepers (NOC codes 1220, 12200).

General Information

Course information will be given to students at the beginning of each course. To graduate from each program students must satisfactorily complete all courses in the program.

Schedules may vary, and students must be prepared to attend in person and online classes as scheduled. Schedules will be distributed at the beginning of the program. Class times may be subject to change. Students must be able to attend all classes, either in the campus classroom or in the online classroom, and at a host facility for practicum placement.

For online learning students will require a suitable device such as a laptop computer (preferably using Windows operating system), and access to internet services. We recommend a laptop with a keyboard (not just a touch screen) and additional devices such as a cell phone or tablet to use as a reading device for digital textbooks.

Each of these programs is offered in a cohort instructor lead learning format. Primary methods of instruction will include lectures, demonstrations, discussion, practice, individual guidance, and small group instruction. The **BFM** program is delivered using MS-Teams and Moodle to host content, evaluate, and guide students.

Students are required to supply their own transportation for all off-site experiences.

Cooperative Work Experience

Cooperative work experience is designed to provide students with workplace experience and new or improved employment skills by integrating related classroom learning with practical work experience.

Students are encouraged to assist in finding their cooperative work experience placement(s).

Students may have to (or want to) travel outside of their home community to attend their work experience placement. Students must be able to attend their placement as scheduled; this may be on days, evenings, or weekends. Students will be required to supply their own transportation to their placements and to assume any other related costs.

Students on cooperative work experience are paid by their placement host.

Students must have successfully completed all the courses in this program prior to attending their cooperative work experience.

Schedule

Classes are scheduled for 20 hours each week (emergencies excepted), for both in class and online delivery models. Class schedules vary and will be given to students during their admission to the program. Class times and schedules may change.

Cooperative work experience schedules may include class sessions as well as work placement and attendance at both is mandatory. Work experience placement may be scheduled on days, evenings, and weekends, and may vary in length (e.g., 8- or 12-hour shifts).

There may be off-site field trips arranged during the program as opportunity and resources allow. Students will be required to supply their own transportation for these.

STUDENT COMPETENCIES

To meet program goals and learning outcomes, students will participate in a hands-on, instructor lead, learner centered approach to learning. They will be supported in this learning environment as a responsible student, able to complete individual detailed work, while working well with others in teams and groups.

Elements of performance and learning activities will include:

- Develop your individual skills in multiple office and web programs.
- Professional practice in a safe, ethical manner that recognizes the best practices of small and medium sized business organizations.
- Professional communications with your instructors and fellow students that will transition well to a work life in business.
- Knowledge of multiple business programs required to work effectively with words, numbers, and ideas.
- Knowledge of the steps to take to start a new business or to enhance an existing one.

RECOMMENDED STUDENT CHARACTERISTICS

Our experience has shown that participants in these programs will be more successful if they are:

- Willing to engage in class discussion.
- Enjoy reading, research, and study.
- Able to write and record information gathered.
- Able to maintain excellent attendance in class.
- Able to complete work on time.

ADMISSION REQUIREMENTS

Revised: 2022-06-21; 2023-08-01.

Applicants must meet these requirements prior to acceptance into the program:

- Grade 12 graduation from BC secondary school or equivalent (ABE)*, or equivalent* from another school system OR be a mature applicant (must be 19 years old on the first day of class)
- If a mature applicant, then provide proof of completion of grade 10 English from a BC secondary school or equivalent* from another school system or complete one of the following assessments:
 - Accuplacer
 - Next generation reading minimum score 230.
 - Next generation writing minimum score 230.
 - Canadian Language Benchmark Placement Test (CLB PT) within the last year
 - Listening 6
 - Speaking 6
 - Reading 6
 - Writing 6
 - International English Language Testing System (IELTS) academic or general test within the last two years
 - Overall band score of 5.5 with a minimum score of 5.5 in each of speaking, listening, writing, reading.

- Test of English as a Foreign Language (TOEFL)
 - Overall score of 46-59
 - Reading 8-12
 - Writing 18-20
 - Speaking 16-17
 - Listening 7-11

Applicants must meet with a DCC official and complete the required documents.

*Equivalent:

For detailed information about equivalencies please speak with your DCC Admissions Advisor. Entrance requirements may be met with evidence of secondary and post-secondary studies at an equivalent level, and/or with successful assessment testing.

RESOURCES AND EQUIPMENT

The required textbooks for this program are available through the College and will be distributed as needed during the courses. The instructor will supply other resources as needed. Students in the campus setting will be learning in a well-equipped classroom. Students learning at home must have high speed internet, a Windows computer and a second reading device such as an attached screen, tablet, or modern cell phone.

ASSESSMENT and EVALUATION

Student progress and success will be assessed regularly throughout each program. This will be accomplished using a variety of evaluation tools, including simulations, written evaluations such as tests, quizzes, assignments, and case studies. Assessment items used are fully described in course outlines.

Final transcripts will record all marks for courses within each program.

The passing mark for all courses is 70%. Each course within a program must be passed to graduate. Attendance of at least 80% is required for successful completion and graduation.

REVISIONS

Information contained in this curriculum guide is correct at the time of publication. Content of courses and programs is revised on an ongoing basis to ensure relevance to changing educational, employment, and marketing needs. Students will be given notice of any changes as soon as possible.
