

PROGRAM PLANNING GUIDE

BUSINESS ADMINISTRATION Financial Services Certificate of Completion

PROGRAM DESCRIPTION: The Financial Services Certificate is designed for persons interested in entry-level positions in the banking and financial services industry.

PROGRAM OUTCOMES: South Puget Sound Community College believes that all students need to develop a broad range of abilities that will not only make them more effective in their professional pursuits but will enhance their capacity to relate well to others in their daily lives. Therefore students who complete a Certificate of Completion in Financial Services will:

- Demonstrate the following skill standards:
 - Prepare business documents such as written reports, oral and visual presentations.
 - Present data using current software applications
 - Solve practical problems in business, including percentages, payroll, simple and compound interest, trade discounts, markups, depreciation and overhead allocation.
 - Create and maintain positive customer relations by understanding the practices that foster customer retention and loyalty.
 - Develop the interpersonal skills necessary to build effective on-going customer relationships.
 - Prepare and deliver sales presentations.
- Gather information about, understand and explain clearly to others concepts relevant to successful performance in the field of Financial Services.
- Think logically and critically and apply these thinking skills to the Financial Services field.
- Communicate effectively in oral, written and graphic form.
- Apply fundamental quantitative and computation skills.
- Understand themselves and others as they interact in a global environment.
- Demonstrate skills in dealing with differences and managing interpersonal relationships.
- Understand fundamental ethical issues and their related responsibilities and liabilities.

PROGRAM INFORMATION/CONTACTS:

Admission:

Applications for admission and financial aid are available in Building 25, Office of Enrollment Services, or call (360) 596-5241. Information is also available at the college website: www.spscc.ctc.edu. Students may begin the Financial Services Program every quarter.

Length of Program:

Full-time students typically complete this program in six quarters, if basic skills are complete.

Costs:

Tuition is subject to change by the State Legislature. Detailed tuition information is available in the quarterly class schedule. Tuition and fees do not include the cost of textbooks and supplies.

Advisors:

Karen Halpern, (360) 596-5486 or Mike Baran, (360) 596-5484

Special Program Note:

Students entering the Financial Services Certificate or Business ATA program should take the Placement test prior to enrolling in the program. This test will determine whether students need to take basic skills courses. Please call (360) 754-7711, ext. 4625 for additional information.

PROGRAM REQUIREMENTS: A Financial Services Certificate will be awarded upon successful completion of a minimum of 43 credits in courses numbered 100 or above. All core and general education list requirements must be met.

Basic Skills Requirements:

English, Reading, or Math may be required based on placement testing. Students are encouraged to complete basic skills requirements at the beginning of their education. Basic skill deficiencies must be completed prior to graduation. If basic skills courses are required, the credits will be in addition to the 90-credit hours required for graduation and should be completed prior to beginning program courses.

ENGL 097	Basic Writing II	5 credits
READ 097	Analytical Reading II	5 credits
MATH 094	Basic Algebra	5 credits

Core Requirements:

BUS& 101	Introduction to Business (formerly BUS 101)	5 credits
BUS 140	Customer Service	5 credits
BUS 145	Sales	3 credits
CIS 108	Introduction to Microsoft Office	3 credits
CIS 210	Business Communication	5 credits
COOP 190	Cooperative Work Experience/Internship	2 credits
PSYC 116	Psychology of Human Relations	<u>5 credits</u>
		48 credits

General Education List Requirements:

Complete a minimum of three credits from each of the four categories: Reading/Writing, Listening/Speaking, Computation, and Human Relations. The Business ATA degree requires completion of the following courses:

Reading/Writing

ENGL& 101 English Composition I (formerly WRIT 101) 5 credits

Speaking/Listening

CMST& 220 Public Speaking (formerly SPCH 101)

OR

CMST 240 Intercultural Communication (formerly SPCH 105) 5 credits

Computation

BUS 104 Business Math

OR

MATH 108 Introduction to Probability and Statistics 5 credits

Human Relations

PSYC 116 Psychology of Human Relations (completed in the core) 5 credits

Cooperative Work Experience/Internships:

Cooperative Work Experience is the internship program a South Puget Sound Community College and offers students an opportunity to receive college credit for paid or unpaid work experience related to their educational goals. This program gives students an opportunity to apply their skills while still in college.

The Cooperative Work Experience/Internship Office number is (360) 596-5359. Please call for an appointment.

For more information, contact Karen Halpern, (360) 586-5486 or Mike Baran, (360) 596-5484, program instructors, or the Cooperative Work Experience/Internship office at (360) 596-5359 (Bldg 22-204) or at <http://www.spscc.ctc.edu/internship/>

DIVERSITY REQUIREMENT: South Puget Sound Community College requires all new students seeking an Associate Degree to complete a “diversity” course which meets the college criteria for listing as a diversity course, and has been approved for such listing by the college Instruction Council prior to the student enrolling in the class.

The diversity requirement may be completed within the General Education requirements by choosing one of the bolded courses listed under the Speaking/Listening category or the Human Relations category.

DEGREE OPTION: If a degree is desired, 43 credits can be applied toward the Business Administration ATA

OFFICE OF CIVIL RIGHTS COMPLIANCE STATEMENT: South Puget Sound Community College’s equal opportunity policy prohibits discrimination in our services and in employment against any person on the basis of race or ethnicity, creed, color, national origin, sex, marital status, sexual orientation, age, religion, Vietnam-era or disabled veteran status, or the presence of any sensory, physical or mental disability except in the case of a bona fide occupation qualification. South Puget Sound Community College is an equal opportunity/affirmative action employer and complies with the Americans with Disabilities Act (ADA).

Effective: Summer 2008

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