

BUSINESS ADMINISTRATION

Business Administration with Specializations in:

- Finance
- Human Resources Management
- International Business
- Management
- Marketing
- Real Estate Management
- Small Business Management

Associate in Science Degree (CIP # 1552020102)

This program is designed for students who seek immediate employment in the field of business administration. It is designed to help students develop managerial know-how and become valuable assets to any company. Instruction in this program provides a balanced curriculum of general education and business-related subjects.

Students are strongly encouraged to consult a career program advisor in the department office for assistance in determining the best education plan for their career goals.

Students wishing to transfer any credits from this program to another institution must accept responsibility for securing approval from the transfer institution.

Although scheduling may not always provide for the following progression of courses, students should use the foundation, intermediate and advanced course sequence as a guide in program planning.

All degree-seeking students must satisfy entry testing requirements and satisfactorily complete all Mandatory courses in reading, student success, mathematics, English, and English for Academic Purposes in which the student is placed.

Alternative Ways to Earn Credit toward this Degree

Graduates of specific programs at Orange Technical College and Osceola Technical College, as well as other institutions may be eligible to receive college credit for courses in this program. You may also be eligible to receive credit toward this degree if you have earned one of the approved Gold Standard industry certifications or Career Pathways credit. To learn more about Valencia's award of credit options, visit <https://valenciacollege.edu/academics/programs/as-degree/credit-industry-certification-agreements.php>. Eligible students should contact the Career Program Advisor in their academic department for more information about the requirements for the award of credit.

College Credit Technical Certificates

The Business Administration A.S. degree also offers the following college credit certificate programs. These certificates can put you on the fast-track to reaching your career goals. They are designed to equip you with a specialized skill set for entry-level employment or to upgrade your skills for job advancement. Most can be completed in one year or less, and all of the courses in the certificates are embedded in the A.S. degree. You can earn the certificates as you progress through your A.S. Degree or as a separate, stand-alone credential. Click on the Certificate tab at

the top of the page for more information about the certificates that are offered.

- Business Specialist (12 credits) (CIP # 0552020103)
- Business Operations (18 credits) (CIP # 0552020104)
- Business Management (24 credits) (CIP # 0552070101)
- Customer Service Specialist (12 credits) (CIP # 0552020103)
- Customer Service Operations (18 credits) (CIP # 0552020104)
- Customer Service Management (24 credits) (CIP # 0552070101)
- Entrepreneurship (12 credits) (CIP # 0552070308)
- Human Resources Specialist (12 credits) (CIP # 0552020103)
- Human Resources Operations (18 credits) (CIP # 0552020104)
- Human Resources Management (24 credits) (CIP # 0552070101)
- International Business Specialist (12 credits) (CIP # 0552020103)
- Operations Support and Services (9 credits) (CIP # 0652020502)
- Real Estate Specialist (12 credits) (CIP # 0552020113)
- Social Entrepreneurship Specialist (12 credits) (CIP # 0552020103)

Start Right

Degree-seeking students enrolling at Valencia for the first time will have a limited range of courses from which to choose for their first 18 college-level credits. Within the first 18 college credit hours, you will be required to take ENC1101 (3 credits), and if applicable, SLS 1122 (3 credits) and a mathematics course appropriate to your selected meta-major (3 credits). The remaining courses will be chosen from the General Education Core Courses in humanities (3 credits), science (3 credits), or social science (3 credits), and/or the introductory courses within the A.S. degree programs. For specific courses see the *Foundation Courses* on the "Program Requirements" tab. For course sequencing recommendations, see your Career Program Advisor or create an education plan by logging into Atlas, clicking on the LifeMap tab and clicking My Education Plan.

Potential Careers

- Marketing Manager
- Human Resources Manager/Specialist
- Advertising and Promotions Manager
- Training and Development Manager
- Administrative Service Manager
- Financial Manager/Specialist
- Public Relations Manager/Specialist
- Sales Agent, Business Services
- General Operations Manager
- Customer Service Manager/Specialist
- Insurance Specialist
- Real Estate Specialist

Salary & Earnings Information

For career information related to this program, please visit O*Net OnLine (<https://www.onetonline.org/>).

Contacts

Future Students

To learn more about this program, contact Enrollment Services at enrollment@valenciacollege.edu or 407-582-1507 or visit valenciacollege.edu/business-administration/ (<https://valenciacollege.edu/business-administration/>).

Current Students

Contact the campus Career Program Advisor below for more information:

East Campus

Stephanie Walsh, Career Program Advisor for (Specializations - students with last names starting with A-G): 407-582-2170
swalsh21@valenciacollege.edu

Kerry-Ann Rawls, Career Program Advisor for (Specializations - students with last names starting with H-Z): 407-582-2068
krawls2@valenciacollege.edu

West Campus

Cheri Cutter, Program Chair: 407-582-1322
ccutter1@valenciacollege.edu

Jon Sowell, Career Program Advisor: 407-582-1973
jsowell@valenciacollege.edu

Osceola Campus

Sonia Casablanca, Program Chair: 407-582-4136
scasablanca@valenciacollege.edu
Genevieve Stresing, Career Program Advisor: 407-582-1239
gstresing@valenciacollege.edu

Internship and Workforce Services

If you need assistance with job resources or in locating an internship, please visit: valenciacollege.edu/internship (<https://valenciacollege.edu/internship/>).

Program Outcomes

- Perform the management functions
- Prepare basic financial statements.
- Assess ethical issues in business situations.
- Perform the functions in the marketing mix.
- Use basic business applications software.

Foundation Courses

ENC 1101	FRESHMAN COMPOSITION I ^{++~}	3
SPC 1608	FUNDAMENTALS OF SPEECH ~	3
SLS 1122	NEW STUDENT EXPERIENCE ~	3
ECO 2013	PRINCIPLES OF ECONOMICS-MACRO ^{++~}	3
CGS 2100C	COMPUTER FUNDAMENTALS AND APPLICATIONS ⁺	3
GEB 1011	INTRODUCTION TO BUSINESS	3

Intermediate Courses

BUL 2241	BUSINESS LAW I [*]	3
ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING ⁺⁺	3
MAN 2021	PRINCIPLES OF MANAGEMENT ⁺⁺	3
Humanities	See Gen. Ed. Core or Institutional Requirement ~	3

Core Requirements	30
Specialization (see below)	30
Total Credit Hours	60

+ This course must be completed with a grade of C or better.

* This course has a prerequisite; check description in Valencia catalog.

~ This is a general education course.

(GR) Denotes a Gordon Rule course.

Finance Specialization**Program Outcomes**

- Assess legal and ethical aspects of financial issues.
- Prepare basic financial statements.
- Perform personal investment strategies.

FIN 2000	PRINCIPLES OF FINANCE	3
FIN 2010	PERSONAL INVESTMENTS	3
FIN 2100	PERSONAL FINANCE	3
GEB 2862	BUSINESS SPREADSHEET APPLICATIONS	3
MTB 1103	BUSINESS MATHEMATICS ¹	3
GEB 1220	WRITING AND SPEAKING IN BUSINESS	3
Science or Math	See Gen. Ed. Core Requirement ^{++~}	3
Internships and/or Business Electives ²		3
ECO 2023	PRINCIPLES OF ECONOMICS-MICRO	3
GEB 2860	BUSINESS ADMINISTRATION CAPSTONE [*]	3

Total Credit Hours 30

~ This is a general education course.

1 MAT 1033C or higher mathematics course may be substituted for MTB 1103

Human Resources Management Specialization**Program Outcomes**

- Perform basic human resources functions
- Apply knowledge of federal and state laws governing human resources management.

MAN 2300	INTRODUCTION TO HUMAN RESOURCES MANAGEMENT	3
MNA 2329	CASE STUDIES IN HUMAN RESOURCES MANAGEMENT [*]	3
MNA 2320	HUMAN RESOURCES RECRUITMENT, SELECTION AND STAFFING [*]	3
MNA 2325	COMPENSATION AND BENEFITS SYSTEMS [*]	3
MNA 2403	HUMAN RESOURCE MANAGEMENT LAW [*]	3
MTB 1103	BUSINESS MATHEMATICS ¹	3
GEB 1220	WRITING AND SPEAKING IN BUSINESS	3
Science or Math	See Gen. Ed. Core Requirement ^{++~}	3
ECO 2023	PRINCIPLES OF ECONOMICS-MICRO	3
GEB 2860	BUSINESS ADMINISTRATION CAPSTONE [*]	3

Total Credit Hours 30

* This course has a prerequisite; check description in Valencia catalog.

~ This is a general education course.

1 MAT 1033C or higher mathematics may be substituted for MTB 1103.

Notes:

Most Human Resources Management Specialization courses are offered only on the East Campus.

International Business Specialization

Program Outcomes

- Describe the impact of language, culture, religion and local government regulations on the conduct of international business.
- Explain the demographics, market segmentation and the selection of target markets as applied to the global business environment.
- Demonstrate strategies for opening foreign markets, including pure exporting, use of local distributors, global manufacturing, operating wholly-owned subsidiaries and foreign direct investment.
- Apply the planning process and develop marketing strategies for the international marketplace.
- Identify and interpret relevant international financial documents, and evaluate financial strategies that support an organization's integrative trade initiatives.

GEB 1350	INTRODUCTION TO INTERNATIONAL BUSINESS ⁺	3
MAR 2150	INTERNATIONAL MARKETING [*]	3
FIN 2051	INTERNATIONAL FINANCE [*]	3
GEB 2862	BUSINESS SPREADSHEET APPLICATIONS	3
MTB 1103	BUSINESS MATHEMATICS ¹	3
GEB 1220	WRITING AND SPEAKING IN BUSINESS	3
Science or Math	See Gen. Ed. Core Requirement ^{++~}	3
Internship(s) and/or Business Electives ²		3
ECO 2023	PRINCIPLES OF ECONOMICS-MICRO	3
GEB 2860	BUSINESS ADMINISTRATION CAPSTONE [*]	3
Total Credit Hours		30

⁺ This course must be completed with a grade of C or better.

^{*} This course has a prerequisite; check description in Valencia catalog.

[~] This is a general education course.

¹ MAT 1033C or higher mathematics course may be substituted for MTB 1103.

² Business Electives: Courses with the following subject prefixes may be used if not being used as a program requirement: ACG, APA, BUL, CGS, CIS, COP, CTS, FIN, GEB, INP, MAN, MAR, MKA, MNA, MTB, OST, REE, RMI, SBM, TAX, SLS 1303, PAX 1500. If a student is going for the Global Distinction, pick two of the following courses:
GEA 1000 World Geography, GEB 2955 Immersion in Global Business, HUM 2403 Middle Eastern Humanities, HUM 2410 Asian Humanities, HUM 2454 African-American Humanities, HUM 2461 Latin American Humanities, INR 2002 International Politics or INR 2002H International Politics Honors, SPC 1700 Cross-Cultural Communication

Management Specialization

Program Outcomes

- Perform managerial decision making based on proper plans, organizational structure, leadership style and control measures.

MAR 2011	PRINCIPLES OF MARKETING [*]	3
BUL 2242	BUSINESS LAW II [*]	3
ACG 2071C	PRINCIPLES OF MANAGERIAL ACCOUNTING [*]	3
GEB 2862	BUSINESS SPREADSHEET APPLICATIONS	3
MTB 1103	BUSINESS MATHEMATICS ¹	3
GEB 1220	WRITING AND SPEAKING IN BUSINESS	3
Science or Math	See Gen. Ed. Core Requirement ^{++~}	3
Internship(s) and/or Business Electives ²		3
ECO 2023	PRINCIPLES OF ECONOMICS-MICRO	3
GEB 2860	BUSINESS ADMINISTRATION CAPSTONE [*]	3
Total Credit Hours		30

^{*} This course has a prerequisite; check description in Valencia catalog.

[~] This is a general education course.

¹ MAT 1033C or higher mathematics may be substituted for MTB 1103.

Marketing Specialization

Program Outcomes

- Apply advertising & selling principles to an organization's overall success.

MAR 2011	PRINCIPLES OF MARKETING [*]	3
MKA 2021	PRINCIPLES OF SELLING [*]	3
MKA 2511	ADVERTISING [*]	3
BUL 2242	BUSINESS LAW II [*]	3
GEB 2862	BUSINESS SPREADSHEET APPLICATIONS	3
MTB 1103	BUSINESS MATHEMATICS ¹	3
GEB 1220	WRITING AND SPEAKING IN BUSINESS	3
Science or Math	See Gen. Ed. Core Requirements ^{++~}	3
ECO 2023	PRINCIPLES OF ECONOMICS-MICRO	3
GEB 2860	BUSINESS ADMINISTRATION CAPSTONE [*]	3
Total Credit Hours		30

^{*} This course has a prerequisite; check description in Valencia catalog.

[~] This is a general education course.

¹ MAT 1033C or higher mathematics course may be substituted for MTB 1103.

Real Estate Management Specialization

Program Outcomes

- Apply the effect of current economic trends on the Real Estate industry.
- Appropriately use Real Estate terminology.
- Apply selling principles to an organization's overall success.

REE 1000	REAL ESTATE PRINCIPLES AND PRACTICES	3
REE 1400	FLORIDA REAL ESTATE LAW	3
MKA 2021	PRINCIPLES OF SELLING [*]	3
MTB 1103	BUSINESS MATHEMATICS ¹	3

GEB 1220	WRITING AND SPEAKING IN BUSINESS	3
Science or Math	See Gen. Ed. Core Requirements ^{++~}	3
Internship(s) and/or Business Electives ²		6
ECO 2023	PRINCIPLES OF ECONOMICS-MICRO	3
GEB 2860	BUSINESS ADMINISTRATION CAPSTONE [*]	3
Total Credit Hours		30

* This course has a prerequisite; check description in Valencia catalog.

~ This is general education course.

¹ MAT 1033C or higher mathematics may be substituted for MTB 1103.

Small Business Management Specialization

Program Outcomes

- Generate a business plan.

SBM 1000	SMALL BUSINESS MANAGEMENT	3
MAR 2011	PRINCIPLES OF MARKETING [*]	3
GEB 2862	BUSINESS SPREADSHEET APPLICATIONS	3
MTB 1103	BUSINESS MATHEMATICS ¹	3
GEB 1220	WRITING AND SPEAKING IN BUSINESS	3
Science or Math	See Gen. Ed. Core Requirements ^{++~}	3
Internship(s) and/or Business Electives ²		6
ECO 2023	PRINCIPLES OF ECONOMICS-MICRO	3
GEB 2860	BUSINESS ADMINISTRATION CAPSTONE [*]	3
Total Credit Hours		30

* This course has a prerequisite; check description in Valencia catalog.

~ This is a general education course.

¹ MAT 1033C or higher mathematics may be substituted for MTB 1103.

² Business Electives: Courses with the following subject prefixes may be used if not being used as a program requirement: ACG, APA, BUL, CGS, CIS, COP, CTS, FIN, GEB, INP, MAN, MAR, MKA, MNA, MTB, OST, REE, RMI, SBM, TAX, SLS 1303 JOB SEARCH, PAX 1500.

Notes:

Specialized courses may not be offered every session or on every campus. Students are encouraged to see the Career Program Advisor for special career advisement.

Expand your career opportunities with a Bachelor's Degree in Business and Organizational Leadership (BASBOL) from Valencia. This degree builds on your skills, and prepares you for a supervisory or management role within your respective field. For more information, go to: Bachelor's Degree in Business & Organizational Leadership (<http://catalog.valenciacollege.edu/degrees/bachelorofscience/bas/>). Students who wish to continue their education should consult with a Career Program Advisor to determine the best education plan for their career goals.

For students who are pursuing the A.S. to B.S. career path, additional General Education courses are required to satisfy the required 36 hours

for the Bachelor of Science degree. Students are strongly encouraged to speak with an advisor to identify the additional General Education courses needed.

Students who wish to continue their education should consult with their Career Program Advisor to discuss transfer options and requirements, and determine the best education plan for their career goals. Students wishing to transfer credits from this program to another institution must accept responsibility for securing approval from the transfer institution for acceptance of this degree.

Business Management

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the fields of Business Management, Finance, Marketing, Small Business Management, and Retail.

Program Outcomes

- Manage & use basic business application software.
- Prepare & use financial information about business organizations to support decision making.
- Demonstrate effective business communications skills.
- Assess ethical issues in business situations.
- Perform the management functions.
- Demonstrate employability skills.

Foundation Courses

ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING [*]	3
or GEB 1011	INTRODUCTION TO BUSINESS	
Foundation Business Elective		3
CGS 2100C	COMPUTER FUNDAMENTALS AND APPLICATIONS ¹	3
or OST 2854C	MICROSOFT OFFICE (APPLICATIONS PACKAGE)	

Select one of the following. Courses may not be counted in two places within the same certificate. 3

MTB 1103	BUSINESS MATHEMATICS ²	
APA 1111C	COLLEGE ACCOUNTING	
ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING [*]	
MAC 1105	COLLEGE ALGEBRA ^{++~}	
GEB 1220	WRITING AND SPEAKING IN BUSINESS	

Intermediate Courses

BUL 2241	BUSINESS LAW I [*]	3
Intermediate Business Elective		3

Advanced Courses

INP 1301	PSYCHOLOGY IN BUSINESS AND INDUSTRY	3
or PSY 2012	GENERAL PSYCHOLOGY	

Advanced Business Elective(s) 3

Total Credit Hours 24

Foundation Business Electives

These courses may be used for Foundation Business Elective credit if not being used as a Certificate requirement.

FIN 2000	PRINCIPLES OF FINANCE	3
MAN 2021	PRINCIPLES OF MANAGEMENT [*]	3
MAR 2011	PRINCIPLES OF MARKETING [*]	3

MKA 2021	PRINCIPLES OF SELLING *	3
SBM 1000	SMALL BUSINESS MANAGEMENT	3
ACG 2071C	PRINCIPLES OF MANAGERIAL ACCOUNTING *	3

Intermediate Business Electives

These courses may be used for Intermediate Business Elective credit if not being used as a Certificate requirement.

ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING *	3
ACG 2071C	PRINCIPLES OF MANAGERIAL ACCOUNTING *	3
APA 1111C	COLLEGE ACCOUNTING	3
FIN 2000	PRINCIPLES OF FINANCE	3
FIN 2010	PERSONAL INVESTMENTS	3
FIN 2100	PERSONAL FINANCE	3
GEB 1136	FOUNDATIONS OF E-BUSINESS	3
INP 1301	PSYCHOLOGY IN BUSINESS AND INDUSTRY	3
MAN 2021	PRINCIPLES OF MANAGEMENT *	3
MAR 2011	PRINCIPLES OF MARKETING *	3
MKA 2021	PRINCIPLES OF SELLING *	3
MTB 1103	BUSINESS MATHEMATICS	3
PSY 2012	GENERAL PSYCHOLOGY	3
SBM 1000	SMALL BUSINESS MANAGEMENT	3

Advanced Business Electives

These courses may be used for Advanced Business Elective credit if not being used as a Certificate requirement.

Select from courses with subject prefixes of: ACG, APA,CTS, MKA, MNA, MTB, OST, REE, RMI, SBM, TAX, SLS 1303, SLS 1122, and SPC 1608.

* This course has a prerequisite; check description in Valencia catalog.

¹ CGS 2100C COMPUTER FUNDAMENTALS AND APPLICATIONS is a transferable course.

² MAT 1033C INTERMEDIATE ALGEBRA or higher mathematics may be substituted for MTB 1103 BUSINESS MATHEMATICS.

Note:

Specialized courses may not be offered every session or on every campus.

This certificate program is eligible for Financial Aid.

Business Operations

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the fields of Business Management, Finance, Marketing, Small Business Management, and Retail.

Program Outcomes

- Manage & use basic business application software.
- Prepare & use financial information about business organizations to support decision making.
- Demonstrate effective business communications skills.

- Assess ethical issues in business situations.
- Demonstrate employability skills.

Foundation Courses

ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING *	3
or GEB 1011	INTRODUCTION TO BUSINESS	
CGS 2100C	COMPUTER FUNDAMENTALS AND APPLICATIONS ¹	3
or OST 2854C	MICROSOFT OFFICE (APPLICATIONS PACKAGE)	

Foundation Business Elective 3

Select one of the following. Courses may not be counted in two places within the same certificate. 3

MTB 1103	BUSINESS MATHEMATICS ²	
APA 1111C	COLLEGE ACCOUNTING	
ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING *	
MAC 1105	COLLEGE ALGEBRA ^{++~}	

Intermediate Courses

BUL 2241	BUSINESS LAW I *	3
or ACG 2071C	PRINCIPLES OF MANAGERIAL ACCOUNTING	

Intermediate Business Course 3

Total Credit Hours 18

Foundation Business Electives

These courses may be used for Foundation Business Elective credit if not being used as a Certificate requirement.

FIN 2000	PRINCIPLES OF FINANCE	3
MAN 2021	PRINCIPLES OF MANAGEMENT *	3
MAR 2011	PRINCIPLES OF MARKETING *	3
MKA 2021	PRINCIPLES OF SELLING *	3
SBM 1000	SMALL BUSINESS MANAGEMENT	3
ACG 2071C	PRINCIPLES OF MANAGERIAL ACCOUNTING *	3

Intermediate Business Electives

These courses may be used for Intermediate Business Elective credit if not being used as a Certificate requirement.

ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING *	3
ACG 2071C	PRINCIPLES OF MANAGERIAL ACCOUNTING *	3
APA 1111C	COLLEGE ACCOUNTING	3
FIN 2000	PRINCIPLES OF FINANCE	3
FIN 2010	PERSONAL INVESTMENTS	3
FIN 2100	PERSONAL FINANCE	3
GEB 1136	FOUNDATIONS OF E-BUSINESS	3
INP 1301	PSYCHOLOGY IN BUSINESS AND INDUSTRY	3
MAN 2021	PRINCIPLES OF MANAGEMENT *	3
MAR 2011	PRINCIPLES OF MARKETING *	3
MKA 2021	PRINCIPLES OF SELLING *	3
MTB 1103	BUSINESS MATHEMATICS	3
GEB 1220	WRITING AND SPEAKING IN BUSINESS	3
PSY 2012	GENERAL PSYCHOLOGY	3
SBM 1000	SMALL BUSINESS MANAGEMENT	3

* This course has a prerequisite; check description in Valencia catalog.

- ¹ CGS 2100C COMPUTER FUNDAMENTALS AND APPLICATIONS is a transferable course.
- ² MAT 1033C INTERMEDIATE ALGEBRA or higher mathematics may be substituted for MTB 1103 BUSINESS MATHEMATICS.

Note:

Specialized courses may not be offered every session or on every campus.

Business Specialist

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the fields of Business Management, Finance, Marketing, Small Business Management, and Retail.

Program Outcomes

- Manage & use basic business application software.
- Prepare & use financial information about business organizations to support decision making.
- Demonstrate effective business communications skills.
- Perform the management functions.
- Demonstrate employability skills.

Foundation Courses

ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING *	3
or GEB 1011	INTRODUCTION TO BUSINESS	
CGS 2100C	COMPUTER FUNDAMENTALS AND APPLICATIONS ¹	3
or OST 2854C	MICROSOFT OFFICE (APPLICATIONS PACKAGE)	
Select one of the following. Courses may not be used in two places within the same certificate.		3
MTB 1103	BUSINESS MATHEMATICS ²	
APA 1111C	COLLEGE ACCOUNTING	
ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING *	
ACG 2071C	PRINCIPLES OF MANAGERIAL ACCOUNTING *	
MAC 1105	COLLEGE ALGEBRA ^{+*~}	
Foundation Business Elective		3
Total Credit Hours		12

Foundation Business Electives

These courses may be used for Foundation Business Elective credit if not being used as a Certificate requirement.

FIN 2000	PRINCIPLES OF FINANCE	3
MAN 2021	PRINCIPLES OF MANAGEMENT *	3
MAR 2011	PRINCIPLES OF MARKETING *	3
MKA 2021	PRINCIPLES OF SELLING *	3
SBM 1000	SMALL BUSINESS MANAGEMENT	3
APA 1111C	COLLEGE ACCOUNTING	3
ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING *	3
ACG 2071C	PRINCIPLES OF MANAGERIAL ACCOUNTING *	3

* This course has a prerequisite; check description in Valencia catalog.

- ¹ CGS 2100C COMPUTER FUNDAMENTALS AND APPLICATIONS is a transferable course.
- ² MAT 1033C INTERMEDIATE ALGEBRA or higher mathematics may be substituted for MTB 1103 BUSINESS MATHEMATICS.

Note:

Specialized courses may not be offered every session or on every campus.

Customer Service Management

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the field of Customer Service.

Program Outcomes

- Use basic business application software.
- Implement business, technical and interpersonal skills for customer support.

Foundation Courses

GEB 1011	INTRODUCTION TO BUSINESS	3
CGS 2100C	COMPUTER FUNDAMENTALS AND APPLICATIONS	3
CTS 1155C	INTRODUCTION TO CUSTOMER SERVICE AND HELP DESK CONCEPTS	3
Customer Service Elective(s)		3

Intermediate Courses

MAR 2011	PRINCIPLES OF MARKETING *	3
GEB 1220	WRITING AND SPEAKING IN BUSINESS	3

Advanced Courses

PSY 2012	GENERAL PSYCHOLOGY	3
or INP 1301	PSYCHOLOGY IN BUSINESS AND INDUSTRY	
MAN 2021	PRINCIPLES OF MANAGEMENT *	3

Total Credit Hours **24**

* This course has a prerequisite; check description in Valencia catalog.

¹ CGS 2100C COMPUTER FUNDAMENTALS AND APPLICATIONS is a transferable course.

Customer Service Electives

These courses may be used for Customer Service Elective credit if not being used as a Certificate requirement.

Select from courses with subject prefixes of: ACG, APA, BUL, CTS, GEB, ECO, MAN, MAR, MKA, MNA, MTB, OST, REE, RMI, SBM, TAX, SLS 1122, SLS 1303 Job Search, SLS 2940 Service Learning, and SPC 1608 Fundamentals of Speech.

Notes:

Specialized courses may not be offered every session or on every campus.

This certificate program is eligible for Financial Aid.

Customer Service Operations

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the field of Customer Service.

Program Outcomes

- Use basic business application software..
- Implement business, technical and interpersonal skills for customer support.

Foundation Courses

GEB 1011	INTRODUCTION TO BUSINESS	3
CGS 2100C	COMPUTER FUNDAMENTALS AND APPLICATIONS	3
CTS 1155C	INTRODUCTION TO CUSTOMER SERVICE AND HELP DESK CONCEPTS	3
Customer Service Elective(s)		3

Intermediate Courses

MAR 2011	PRINCIPLES OF MARKETING *	3
GEB 1220	WRITING AND SPEAKING IN BUSINESS	3

Total Credit Hours 18

* This course has a prerequisite; check description in Valencia catalog

Customer Service Electives

These courses may be used for Customer Service Elective credit if not being used as a Certificate requirement.

Select from courses with subject prefixes of: ACG, APA, BUL, CTS, ECO, GEB, MAN, MAR, MKA, MNA, MTB, OST, REE, RMI, SBM, TAX, SLS 1122 Student Success, SLS 1303 Job Search, SLS 2940 Service Learning, and SPC 1608 Fundamentals of Speech.

Note:

Specialized courses may not be offered every session or on every campus.

Customer Service Specialist

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the field of Customer Service.

Program Outcomes.

- Use basic business application software.
- Implement business, technical and interpersonal skills for customer support.

Foundation Courses

GEB 1011	INTRODUCTION TO BUSINESS	3
CGS 2100C	COMPUTER FUNDAMENTALS AND APPLICATIONS	3
CTS 1155C	INTRODUCTION TO CUSTOMER SERVICE AND HELP DESK CONCEPTS	3
Customer Service Elective(s)		3

Total Credit Hours 12

Customer Service Electives

These courses may be used for Customer Service Elective credit if not being used as a Certificate requirement.

Select from courses with subject prefixes of: ACG, APA, BUL, CTS, ECO, GEB, MAN, MAR, MKA, MNA, MTB, OST, REE, RMI, SBM, TAX, SLS 1122, SLS 1303, SLS 2940, and SPC 1608.

* This course has a prerequisite; check description in Valencia catalog.

Notes:

Specialized courses may not be offered every session or on every campus.

Entrepreneurship

Technical Certificate

This program is designed to teach students the fundamentals of starting and operating a business while presenting entrepreneurship as a viable career option. Coursework covers opportunity recognition, business planning, managing a business, market research, the marketing plan, financial management and how to understand accounting information.

Program Outcomes:

- Design and develop a comprehensive business plan to start a small business.
- Design and develop a comprehensive small business marketing plan by using appropriate marketing strategies.
- Understand the basic principles of Management and dealing with employee issues.
- Have a basic understanding of obtaining financial resources, controlling cash flow, and keeping accurate financial information for tax

GEB 1011	INTRODUCTION TO BUSINESS	3
SBM 1000 or MAN 2021	SMALL BUSINESS MANAGEMENT PRINCIPLES OF MANAGEMENT	3
GEB 2112	ENTREPRENEURSHIP *	3
Choose one		3
ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING *	
APA 1111C	COLLEGE ACCOUNTING	
BUL 2241	BUSINESS LAW I *	

Total Credit Hours 12

* This course has a prerequisite; check description in Valencia catalog.

Human Resources Management

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the fields of Human Resources Management.

Program Outcomes

- Perform the management functions.
- Use basic business application software.
- Perform basic human resources functions.

- Apply knowledge of federal and state laws governing human resources management.
- Assess ethical issues in business situations.

Foundation Courses

MAN 2300	INTRODUCTION TO HUMAN RESOURCES MANAGEMENT	3
MNA 2320	HUMAN RESOURCES RECRUITMENT, SELECTION AND STAFFING *	3
CGS 2100C or OST 2854C	COMPUTER FUNDAMENTALS AND APPLICATIONS ¹ MICROSOFT OFFICE (APPLICATIONS PACKAGE)	3
GEB 1011	INTRODUCTION TO BUSINESS	3

Intermediate Courses

BUL 2241	BUSINESS LAW I *	3
MNA 2403	HUMAN RESOURCE MANAGEMENT LAW *	3

Advanced Courses

MNA 2329	CASE STUDIES IN HUMAN RESOURCES MANAGEMENT *	3
MNA 2325	COMPENSATION AND BENEFITS SYSTEMS *	3

Total Credit Hours **24**

- + This course must be completed with a grade of C or better.
- * This course has a prerequisite; check description in Valencia catalog.
- ¹ CGS 2100C COMPUTER FUNDAMENTALS AND APPLICATIONS is a transferable course.

Notes:

The credits in this certificate program apply toward the Business Administration Associate in Science degree.

Most certificate courses are offered only on the East Campus.

Specialized courses may not be offered every session or on every campus.

This certificate program is eligible for Financial Aid.

Human Resources Operations

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the field of Human Resources Management.

Program Outcomes

- Perform the management functions.
- Use basic business application software.
- Perform basic human resources functions.
- Apply knowledge of federal and state laws governing human resources management.
- Assess ethical issues in business situations.

Foundation Courses

MAN 2300	INTRODUCTION TO HUMAN RESOURCES MANAGEMENT	3
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MNA 2320	HUMAN RESOURCES RECRUITMENT, SELECTION AND STAFFING *	3
CGS 2100C or OST 2854C	COMPUTER FUNDAMENTALS AND APPLICATIONS ¹ MICROSOFT OFFICE (APPLICATIONS PACKAGE)	3
GEB 1011	INTRODUCTION TO BUSINESS	3

Intermediate Courses

BUL 2241	BUSINESS LAW I *	3
MNA 2403	HUMAN RESOURCE MANAGEMENT LAW *	3

Total Credit Hours **18**

- * This course has a prerequisite; check description in Valencia catalog.
- ¹ CGS 2100C COMPUTER FUNDAMENTALS AND APPLICATIONS is a transferable course.

Notes:

The credits in this certificate program apply toward the Business Administration Associate in Science degree.

Most certificate courses are offered only on the East Campus.

Specialized courses may not be offered every session or on every campus.

Human Resources Specialist

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the field of Human Resources Management.

Program Outcomes

- Perform the Management Functions.
- Use basic Business Application Software.
- Perform basic Human Resources Functions.
- Assess ethical issues in Business situations.

Foundation Courses

MAN 2300	INTRODUCTION TO HUMAN RESOURCES MANAGEMENT	3
MNA 2320	HUMAN RESOURCES RECRUITMENT, SELECTION AND STAFFING *	3
CGS 2100C or OST 2854C	COMPUTER FUNDAMENTALS AND APPLICATIONS ¹ MICROSOFT OFFICE (APPLICATIONS PACKAGE)	3
GEB 1011	INTRODUCTION TO BUSINESS	3

Total Credit Hours **12**

- * This course has a prerequisite; check description in Valencia catalog.
- ¹ CGS 2100C COMPUTER FUNDAMENTALS AND APPLICATIONS is a transferable course.

Notes:

The credits in this certificate program apply toward the Business Administration Associate in Science degree.

Most certificate courses are offered only on the East Campus.

Specialized courses may not be offered every session or on every campus.

International Business Specialist

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the field of International Business.

Program Outcomes

- Describe the impact of language, culture, religion and local government regulations on the conduct of international business.
- Explain the demographics, market segmentation and the selection of target markets as applied to the global business environment.
- Demonstrate strategies for opening foreign markets, including pure exporting, use of local distributors, global manufacturing, operating wholly-owned subsidiaries and foreign direct investment.
- Apply the planning process and develop marketing strategies for the international marketplace.
- Identify and interpret relevant international financial documents, and evaluate financial strategies that support an organization's integrative trade initiatives.

Foundation Courses

GEB 1011	INTRODUCTION TO BUSINESS	3
GEB 1350	INTRODUCTION TO INTERNATIONAL BUSINESS ⁺	3
MAR 2150	INTERNATIONAL MARKETING [*]	3
FIN 2051	INTERNATIONAL FINANCE [*]	3

Total Credit Hours 12

⁺ This course must be completed with a grade of C or better.

^{*} This course has a prerequisite; check description in Valencia catalog.

Operations Support and Services

Technical Certificate

This program prepares students for entry level employment in the area of operations support and/or to provide supplemental training for persons previously or currently employed in this area. The content includes but is not limited to communication skills, supervision skills, employability skills, and general business procedures and operation.

Program Outcomes

- Use basic business applications software
- Compare selected theories of management

GEB 1011 or GEB 2861	INTRODUCTION TO BUSINESS BUSINESS PROBLEMS ANALYSIS	3
GEB 1220 or ENC 1101	WRITING AND SPEAKING IN BUSINESS FRESHMAN COMPOSITION I	3
CGS 2100C	COMPUTER FUNDAMENTALS AND APPLICATIONS	3

Total Credit Hours 9

Real Estate Specialist

Technical Certificate

This program is designed for students seeking specialized training to prepare for employment or to enhance their skills in the field of Real Estate.

Program Outcomes

- Perform the management functions.
- Use basic business application software.
- Apply the effect of current economic trends on the real estate industry.
- Appropriately use real estate terminology.

REE 1000	REAL ESTATE PRINCIPLES AND PRACTICES	3
REE 1400	FLORIDA REAL ESTATE LAW	3
CGS 2100C	COMPUTER FUNDAMENTALS AND APPLICATIONS	3
or OST 2854C	MICROSOFT OFFICE (APPLICATIONS PACKAGE)	
Select one of the following:		3
PLA 1611	REAL PROPERTY FUNDAMENTALS [*]	
GEB 1011	INTRODUCTION TO BUSINESS	
Business Elective(s)		

Total Credit Hours 12

Business Electives

These courses may be used for Business Elective credit if not being used as a Certificate requirement.

Select from courses with subject prefixes of: ACG, APA, BUL, CGS, CIS, COP, CTS, FIN, GEB, INP, MAN, MAR, MKA, MNA, MTB, OST, REE, RMI, SBM, TAX, SLS 1303, SLS 1122, and SPC 1608.

^{*} This course has a prerequisite; check description in Valencia catalog.

Notes:

The credits in the certificate programs apply toward the Business Administration Associate in Science degree, or the Business Management, Marketing, and Administration Associate in Science degree.

Specialized courses may not be offered every session or on every campus.

Social Entrepreneurship Specialist

Technical Certificate

This program is designed to teach students the fundamentals of designing, growing, and leading mission-driven enterprises. As the traditional lines blur between non-profit businesses, governmental organizations, and business students will explore opportunities and challenges in this new business landscape. Coursework covers impact/opportunity recognition, enterprise planning, leading a mission-driven enterprise, developing a marketing plan, measuring for impact, financial and impact management.

Program Outcomes:

- Design and develop an enterprise plan to start a social enterprise.
- Design and develop a social enterprise marketing/story-telling plan by using appropriate marketing and story-telling strategies.
- Understand the basic principles of Management and Leadership in a mission-driven enterprise.

GEB 1011	INTRODUCTION TO BUSINESS	3
GEB 1155	SOCIAL ENTREPRENEURSHIP	3
GEB 2112	ENTREPRENEURSHIP	3
Choose one		3
MAN 2021	PRINCIPLES OF MANAGEMENT	
MAR 2011	PRINCIPLES OF MARKETING	
BUL 2241	BUSINESS LAW I	
ACG 2021C	PRINCIPLES OF FINANCIAL ACCOUNTING	
Total Credit Hours		12