

**Central Carolina Community College**  
**Program Planning Guide**  
**Business Administration**  
**Credential: Manager Trainee Certificate (C25120MO)**

This certificate program is designed to prepare students in the basic aspects of business management. Emphasized in the certificate program are basic concepts of management, business mathematics, marketing, business law, business principles, and human resources management. Students who complete the certificate requirements will be prepared for entry-level positions in management.

Entrance Requirement: General Admissions Standards in catalog

Academic Standards: See General Academic Standards in catalog. (No Placement testing is required for this certificate program.)

Program Length: 2 semesters

Career Pathway Options: Associate in Applied Science Degree in Business Administration

Program Sites: Lee Campus – Day and Evening; Harnett Campus – Day; Distance Education

Suggested Course Schedule:	HOURS			Grade	Semester	Notes
	Class	Lab	Credit			
1st Semester (Fall)						
BUS 110	Introduction to Business	3	0	3		
BUS 137	Principles of Management	3	0	3		
MKT 223	Customer Service	3	0	3		
		9	0	9		
2nd Semester (Spring)						
BUS 151	People Skills	3	0	3		
BUS 153	Human Resources Management	3	0	3		
CIS 110 <sup>(1)</sup>	Introduction to Computers	2	2	3		
		7/8	2	8/9		

<sup>(1)</sup>Student may substitute CIS 111 (nontransferable)

Total Semester Hours Credit: 17/18

**BUS 110 Introduction to Business 3-0-3**

This course provides a survey of the business world. Topics include the basic principles and practices of contemporary business. Upon completion, students should be able to demonstrate an understanding of business concepts as a foundation for studying other business subjects. This course has been approved for transfer under the CAA and ICAA as a premajor and/or elective course requirement. This course is also available through the Virtual Learning Community (VLC).

**BUS 137 Principles of Management 3-0-3**

This course is designed to be an overview of the major functions of management. Emphasis is placed on planning, organizing, controlling, directing, and communicating. Upon completion, students should be able to work as contributing members of a team utilizing these functions of management. This course has been approved for transfer under the CAA and ICAA as a premajor and/or elective course requirement.

**BUS 151 People Skills 3-0-3**

This course introduces the basic concepts of identity and communication in the business setting. Topics include self-concept, values, communication styles, feelings and emotions, roles versus relationships, and basic assertiveness, listening, and conflict resolution. Upon completion, students should be able to distinguish between unhealthy, self-destructive, communication patterns and healthy, non-destructive, positive communication patterns.

**BUS 153 Human Resource Management 3-0-3**

This course introduces the functions of personnel/human resource management within an organization. Topics include equal opportunity and the legal environment, recruitment and selection, performance appraisal, employee development, compensation planning, and employee relations. Upon completion, students should be able to anticipate and resolve human resource concerns.

**CIS 110 Introduction to Computers 2-2-3**

This course introduces computer concepts, including fundamental functions and operations of the computer. Topics include identification of hardware components, basic computer operations, security issues, and use of software applications. Upon completion, students should be able to demonstrate an understanding of the role and function of computers and use the computer to solve problems. This course has been approved for transfer under the CAA and ICAA as a premajor and/or elective course requirement.

**MKT 223 Customer Service 3-0-3**

This course stresses the importance of customer relations in the business world. Emphasis is placed on learning how to respond to complex customer requirements and to efficiently handle stressful situations. Upon completion, students should be able to demonstrate the ability to handle customer relations