

Customer Service Certificate – 542J



Customer Service Certificate – 542J Program Planning Guide

Program Description: Customer service representatives are consistently in-demand in the modern business world. NSCC’s business programs provide preparation for customer service jobs with basic and advanced training. The curriculum for the basic program includes keyboarding, study of business communications, particulars about customer relations, use of computers and an internship. The advanced certificate adds business software and more communication skill-building.

Prerequisites: Many classes have prerequisites. Prerequisites are those classes that prove eligibility for entry-level classes by testing or by having satisfied prior course work. Course work earned at other institutions must be unofficially evaluated or approved by a program advisor before registering. Courses in this certificate with pre-requisites are marked with an asterisk (*). See catalog for more information.

Customer Service Prerequisites: Type 25 correct words a minute.

Note: Advanced placement testing, work experience, and transfer of credits may result in course waivers, credit transfer, and advanced placement.

Program Requirements		
Course Number	Certificate Requirements (21 credits)	Credit Hours
BUS 106 *	Keyboarding/Skill Building (see Note 1)	3
BUS 131*	Integrated Communications (see Note 2)	5
BUS 140	Customer Relations	5
BUS 169	Using Computers in Business	5
CWE 110	Internship	3
Total Credits: (excluding pre-requisites)		21

Notes:

1. Must have BUS105 or recommend 25 wpm by touch.
2. Must have placement into ENG 097 or higher or be placed into ABE 040 or higher.

Course Sequence: This program of study is outlined by quarter, and courses should be taken in the indicated sequence. However, it should not be concluded that students will always proceed through their program of study exactly as prescribed here. The number of quarters listed here is minimal. Not all courses are offered every quarter. Individual student experiences, educational and training background, and personal schedules and demands all may affect the time it takes to finish this program. Also, in general, summer quarter is not considered one of the full-time quarters in the program.

1st quarter: BUS 106, BUS 131, BUS 169

2nd quarter: BUS 140, CWE 110

REV Date: 11/21/2016

For more information about our graduation rates, the median debt of students who have completed these program, and other important information, please visit our website at <https://northseattle.edu/about-north/gainful-employment-information>

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Program Outcomes:

- Demonstrate effective communication, both written and verbal, with customers and peers.
- Utilize keyboarding skills and basic office software to attend to customers.

What Skills do I need to be successful in this field?

- <http://www.onetonline.org/link/summary/43-4051.00> (Customer Service Representatives)

What are some potential job titles?

- Customer Service Representatives
- Customer Service Specialist
- Call Center Representative

Wages, employment trends and pathways

- <http://www.onetonline.org/link/summary/43-4051.00#WagesEmployment>

Always contact advising office first for questions and/or planning:

NSC Advising Office: (206) 934-3658 <https://northseattle.edu/advising>

Program Website: <https://northseattle.edu/certificates/customer-service-certificate>

Business Department

Program Contact: William (Bill) Holt (206) 934-4523 william.holt@seattlecolleges.edu

CIP: 52.0207 (Customer Service Management)

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