

CUSTOMER SERVICE AND SUPPORT, CERTIFICATE - CSS6

The Customer Service and Support Certificate prepares students to pursue entry-level customer service positions. Students learn to use basic computer applications and office technology skills, which will help them assist their supervisors. They also will learn additional skills that will allow them to help customers by providing accurate and useful information in an appropriate manner. Students who complete this certificate may continue their education by enrolling in the associate degree program in Administrative Office Technology.

Requirements

Courses	Course Title	Credit Hours
Required Course Information		
AOT 105	Keyboarding	3
AOT 133	Professional Development	3
AOT 161	Records Management	3
AOT 165	Information Processing Software	3
AOT 180	Customer Service	3
CPT 101	Introduction to Computers	3
CPT 274	Advanced Microcomputer Spreadsheets	3
CWE 101	Cooperative Work Experience Preparation	1
CWE 112	Cooperative Work Experience I	2
Total Hours		24

Graduation Plan

Fall Start

Course	Title	Hours
First Year		
Fall Semester		
AOT 105	Keyboarding	3
AOT 133	Professional Development	3
AOT 180	Customer Service	3
CPT 101	Introduction to Computers	3
Hours		12

Spring Semester

AOT 161	Records Management	3
AOT 165	Information Processing Software	3
CPT 274	Advanced Microcomputer Spreadsheets	3
CWE 101	Cooperative Work Experience Preparation	1
CWE 112	Cooperative Work Experience I	2
Hours		12
Total Hours		24

Spring Start

Course	Title	Hours
First Year		
Spring Semester		
AOT 105	Keyboarding	3
AOT 133	Professional Development	3
AOT 180	Customer Service	3
CPT 101	Introduction to Computers	3
Hours		12
Summer Semester		
AOT 161	Records Management	3
AOT 165	Information Processing Software	3
CPT 274	Advanced Microcomputer Spreadsheets	3
CWE 101	Cooperative Work Experience Preparation	1
CWE 112	Cooperative Work Experience I	2
Hours		12
Total Hours		24

Summer Start

Course	Title	Hours
First Year		
Summer Semester		
AOT 105	Keyboarding	3
AOT 133	Professional Development	3
AOT 180	Customer Service	3
CPT 101	Introduction to Computers	3
Hours		12
Fall Semester		
AOT 161	Records Management	3
AOT 165	Information Processing Software	3
CPT 274	Advanced Microcomputer Spreadsheets	3
CWE 101	Cooperative Work Experience Preparation	1
CWE 112	Cooperative Work Experience I	2
Hours		12
Total Hours		24

Application and Advising

If you are ready to start your education, there are a few simple steps involved in enrolling at Piedmont Technical College.

Get Started Today (<https://www.ptc.edu/admissions/new-students/>)

Advising Information

The following information provides a guide for advisors who are helping students enroll in this program.

Program Notes

This program can be completed on a part-time or full-time basis. Many classes are available online, and students can start any semester.

Developmental classes should be taken first. AOT 105 may be taken with developmental coursework.

Students should have a computer or access to one. Keyboarding and computer literacy are strongly recommended.

College policy states that computer coursework is valid for eight years.

Notes About Individual Classes

RDG 100 or appropriate placement test score in Reading is a prerequisite for all ACC, AOT, BUS, CPT, CWE, IST, and MGT courses.

AOT 105 should be taken during the first semester. An exemption test is available for students with very strong keyboarding skills. Contact Angel Alexander for more information on the exemption test.

Program Student Learning Outcomes

Purpose Statement

The purpose of the Customer Service & Support Certificate is to prepare students for entry-level customer service positions in any business. Through this certificate, students learn appropriate methods for communicating with customers in order to provide accurate and useful information.

Program Student Learning Outcomes

- Demonstrate independent application of computer software in the business environment.
- Perform contemporary office processes and procedures accurately and independently.
- Find and provide accurate and useful information to customers in an appropriate manner.
- Demonstrate business behavior and communication compatible with effective and efficient customer service techniques.