

26-27 Cert. Customer Service Essentials Cert (CSE) (Noncredit)



ABOUT THIS MAJOR

Upon successful completion of the Level II Business Information Professional Certificate students should be able to: demonstrate intermediate computer literacy with respect to computer hardware and software applications, develop intermediate keyboarding skills, use word processing, spreadsheets, and database software to perform beyond basic business office tasks, as well as apply graphics and written communication skills in various business and office environments. BIP Level I certificate must be completed before attempting this certificate. Students who successfully complete the certificate requirements may apply for entry-level positions in administrative support, office coordination, data management, customer service support, and general business office operations. For more information visit the [Social and Behavioral Sciences](#) division.

TO EARN A DEGREE A STUDENT MUST COMPLETE THE FOLLOWING:

[1] Complete all required courses with a minimum grade of "P"/"SP"

Cert. Customer Service Essentials Cert (Noncredit) (CSE)

[Total Hours Required for the Major 27]

Required courses: complete all the following (total 27)	
BUS911 - Attitude in the Workplace	9
BUS912 - Customer Service	9
BUS913 - Communication in the Workplace	9

RECOMMENDED PATHWAY

Customer Service Essentials Cert (Noncredit)

The Recommended Plan of Study is determined by the discipline faculty. Take classes in **Summer** or **Interession** if needed to complete your degree in a timely manner!

Fall/Spring: Max 19 units | **Summer:** Max 9 units | **Interession:** Max 6 units

SEMESTER 1	
Course	Units
BUS 911	9
Total Hours	9
TOTAL UNITS	9

SEMESTER 1	
Course	Units
BUS 912	9
Total Hours	9
TOTAL UNITS	9

SEMESTER 1	
Course	Units
BUS 913	9
Total Hours	9
TOTAL UNITS	27

COUNSELING NOTE SECTION

Prerequisite: If a course is listed as a prerequisite for another course, that prerequisite course must be completed with a satisfactory grade to enroll in the next course. A satisfactory grade is a grade of "A," "B," "C" or "P". Students who enroll in classes for which they do not meet the prerequisites will be involuntarily dropped. Students will be notified of this involuntary drop. Title 5, Section 55200(d)

Application for Graduation:

Antelope Valley College awards degrees three times annually following the Fall, Spring, and summer semesters. Students must apply for graduation to earn their degree or certificate. Applications are due by September 6 for spring/summer graduates and by February 14 for fall graduates.

AVC 26-27 CATALOG: [ACADEMIC POLICIES](#)

INFORMATION and RESOURCES

Tutoring Assistance Transfer Center	Career Center Office of Students with Disabilities	AVC Student Health Services Palmdale Center
Basic Needs	Financial Aid	Counseling Division