

Customer Service Essentials Certificate 25-26

(Non-Credit)



ABOUT THIS MAJOR

This non-credit certificate program features practical, hands-on activities designed to provide you with the skills needed to excel in customer service, stakeholder communication, and teamwork. Participants will engage in high-energy, cutting-edge training that empowers them to effectively serve both internal and external customers. The program is conveniently offered on campus or online. Join us to elevate your customer service standards and foster a more collaborative approach to your work environment.

TO EARN A CERTIFICATE A STUDENT MUST COMPLETE THE FOLLOWING:

[1] A minimum grade "P" on each course

(Noncredit) CERT- Customer Service Essentials

[Total Hours required for certificate: 18]

Require Course, complete ALL the following: (total 18 hours)	
BUS912 - Customer Service	6
BUS911 - Attitude in the Workplace	6
BUS913 - Communication in the Workplace	6

RECOMMENDED PATHWAY

Customer Service Essentials Certificate (Noncredit)

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

Fall/Spring: Max 19 units | Summer: Max 9 units | Intersession: Max 6 units

☐ Major

SEMESTER 1

Course Advisement	Hours
<input type="checkbox"/> BUS 911	6
Total Hours	6

SEMESTER 2

Course Advisement	Hours
<input type="checkbox"/> BUS 912	6
Total Hours	6

SEMESTER 3

Course Advisement	Hours
<input type="checkbox"/> BUS 913	6
Total Hours	6
Total Overall Hours	18

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 25-26 CATALOG: [ACADEMIC POLICIES](#)

INFORMATION and RESOURCES

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