

# CUSTOMER SERVICE TECHNOLOGY LEVEL 2, CERTIFICATE OF COMPLETION

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**Banner Code:** 3\_NCH\_CS2

**Control Number:** 38416

**Not Financial Aid Eligible**

Business Information Workers are part of an industry-vetted program that directly leads to employment with numerous entry-level jobs available throughout California. The Business Information Worker (BIW) is one of the best options for those looking to enter the workforce, as well as for stranded or adult workers who need to refresh their skills in a technologically changing work environment. Students can take foundational classes that allow them to get a job in less than six months and take more advanced classes while they advance in their careers.

## Program Level Student Learning Outcomes

Upon completion of this program, students will be able to:

1. Using the touch-type method of keyboarding, with appropriate techniques, type at least 48 words per minute proficiently.
2. Given a business scenario and using current technology, develop a customer service strategy that enhances the customer experience and meets employer requirements.

This award confirms that a student has completed a noncredit program that prepares students to progress in a career path or to take degree-applicable courses.

Course	Title	Hours
<b>Required Core</b>		
Complete the following:		
BC C013N	Keyboarding and Document Formatting (Noncredit)	27
BC C014N	Customer Service Skills (Noncredit)	27
<b>Total Hours</b>		<b>54</b>