

Plan of Study  
Continuing Education - Alamo Colleges

<b>Student Name</b>		<b>Banner ID</b>		<b>Program</b> Customer Service Representative		<b>Campus(s) Specific</b>	
<b>Program Description</b> Our Customer Service Representative training program will equip you with the skills you need to positively interact with customers in a helpful and professional manner. You will gain an understanding of effective communication styles and techniques by sharpening business writing and interpersonal skills. Learn creative thinking, problem-solving, and crucial conflict management skills including dealing with anger and using the Agreement Frame. Participants also learn more about the six elements of our communication with others that help us reveal appropriate information about ourselves, and how to better manage ourselves for a professional image. Real-world examples are used to help students navigate their communication skills in various business situations. Participants will also receive Mental Health First Aid training.							
<b>Sequence Variable</b>		<b>Notes:</b>					
<b>Completion Status</b>	<b>Course Title(s)</b>	<b>Rubric</b>	<b>Contact Hours</b>	<b>CRN</b>	<b>Prerequisite(s)</b>	<b>Grade Mode</b>	<b>Training Mode</b>
	Critical Elements of Customer Service	MRKG 1091	8			P/NR	Online
	Critical Thinking	BMGT 1004	8			P/NR	Online
	Call Center Training	ITSC 1044	8			P/NR	Online
	Communication and Listening Skills	COMG 1040	16			P/NR	Online
	Conflict Resolution	COMG 1045	8			P/NR	Online
	Computer Skills	ITSC 1012	8			P/NR	Online
	Business Writing	POFT 1004	8			P/NR	Online
	Time Management	BMGT 2006	8			P/NR	Online
	Interpersonal Skills	BUSG 1012	8			P/NR	Online
	Mental Health First Aid	PHMS 1091	8			P/NR	F2F
<b>Program Requirements</b> Possess proficiency in English (reading, writing, and speaking skills) You are at least eighteen (18) years of age Some high school Must have access to computer/tablet and internet							

This form is an outline of courses required to complete the elected Continuing Education program.

Reference the course syllabus; the syllabus provides an overview of the assignments and activities in a course. It is your guide to what to expect from the course and to your responsibilities as a student.

CE students have access to the ACES portal at <https://aces.alamo.edu>. ACES is your official access point to student resources and information.

All Alamo Colleges CE students are given a banner ID number and official Alamo Colleges e-mail; your Official Alamo College e-mail address will be the official form of communication between you and the college.

CE courses require a minimum of 80% attendance; some State Regulated courses require a specific number of hours to qualify for a certification from a credentialing body. Students are expected to attend class on the first day and throughout the program. Students may be dropped who do not attend the first class meeting or make contact with the instructor regarding the absence.

For fully online courses, an attendance verification activity is assigned and must be completed. For courses that are less than 3-days the student is expected to complete the attendance activity on or before the Census Date.

CE students may have the option to convert CEU's to academic credits for qualifying programs which may lead towards an academic certificate or associate's degree at any of the Alamo Colleges. A six-hour academic requirement must be met before the CEU's can be transferred into college credit.

The Alamo Colleges District's grading system is available in the Academic Standards section of the academic catalog on the left hand navigation bar. A grade of NR (Not Recorded) is posted on your transcript when your instructor has not assigned a final grade. To change a grade of NR, you should follow up with the instructor or, reach out to [dst-alamoICD@alamo.edu](mailto:dst-alamoICD@alamo.edu) for further guidance.

	<b>Yes</b>	<b>No</b>
<b>CE to Credit pathway eligible:</b>		X
<b>Prior Learning Credit eligible:</b>		X