Business Assistant: Customer Service
Career Pathways Certificate

Major Code: 521803A

About the Program
The Customer Service Career Pathways two- to three-term certificate prepares students for entry-level customer service positions in a variety of fields where the ability to effectively deal with the public is required. Courses included in this pathway can be applied toward completion of the one-year Business Assistant certificate and the Associate of Applied Science in Business Technology degree.

The U.S. Department of Education requires disclosure of specific information about career and technical certificate programs to prospective students. Data includes Standard Occupational Classification (SOC) codes, graduation rates, tuition and fees, typical costs for books and supplies, job placement rates for students completing the programs, and median loan debt incurred by students completing the programs. For more information visit www.roguecc.edu/GainfulEmployment.

Entry Requirements
Students are required to take a placement test to determine skill level in math, reading, and writing. As part of their training program, students must begin with the courses within their skill levels as determined by placement test scores. Students are also required to complete any prerequisites listed. In addition, students may also be required to enroll in classes that would increase their employability and success.

Advanced Standing
Coursework from accredited colleges and universities will be accepted in accordance with college policies and the Business Technology Department chair’s approval. In order to ensure that coursework is current, program courses over 10 years old must be reviewed and approved by the appropriate department chair before being accepted toward core requirements. Students must complete coursework in their major at a “C” or better level before proceeding to advanced coursework. High school College Now credit will be accepted in accordance with the current articulation agreement.

Credits earned in the successful completion of Career Pathways Certificates can be applied to other certificates and degrees in the Career Pathway. For more information, speak to a program advisor and review the roadmap at www.roguecc.edu/Programs/CareerPathways.

Course No. Course Title Credits
BA101 Introduction to Business 4
BA130 Concepts in Computing I or documented proficiency 2
MTH20 Pre-algebra or designated placement test score as shown on current indicator chart 4
RD30 College Reading or designated placement test score as shown on current indicator chart 4
WR30 Fundamentals of Composition II or designated placement test score as shown on current indicator chart 4

Total Prerequisite Credits 0-14

Required Core Courses
Course No. Course Title Credits
BA131 Introduction to Business Computing 4
BT101 Human Relations in Organizations 3
BT105 Business Ethics 3
BT112 Business English I 2 4
BT114 Business English II 2 4
BT160 Business Math 4
BT178 Customer Service 3

TOTAL PROGRAM CREDITS 29

1 Students who have completed BA101 as a 3 credit course have met this requirement.
2 Students who have successfully completed the 3-credit versions of BT113 and BT114 have met this requirement.
For more information contact the Business Technology Department:
Grants Pass .................................................. 541-956-7066
Medford ......................................................... 541-245-7527
Toll free in Oregon ................................. 800-411-6508, Ext. 7066 or Ext. 7527
e-mail ........................................ atemple@roguecc.edu or bfrederickson@roguecc.edu
Web address .............................................. www.roguecc.edu/business
TTY ........................................................ Oregon Telecom Relay Service, 711

This advising guide is for advising purposes only. Please see current college catalog for additional information on specific college policies and graduation requirements.

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