

# Customer Relations Certificate

## Program Guide

### 2024-2025

### Career Highlights

Office and administrative support positions are responsible for many administrative and clerical duties necessary to run an organization efficiently. They serve as an information manager for an office, schedule meetings and appointments, organize and maintain proper electronic files, support projects, conduct research, and provide information via phone and e-mail. They also use computer applications to create spreadsheets, compose correspondences, and prepare reports and presentations.

Explore if this Career is the right path for you at: [Career Coach](#).

### Program Information

The Customer Relations certificate is designed as the second level in a series of certificate options, to prepare students for office and administrative support in various fields or businesses. Students can be expected to learn the following: basic computer application skills, including QuickBooks, database and presentation, fundamentals of electronic record keeping, and introduction to customer relation management. With a solid software foundation, students will be better prepared to meet the workforce demands of today's business environment. Students completing this program will be eligible to take the Microsoft Office Specialist (MOS) certifications in PowerPoint.

### Eligibility Requirements

To be eligible for the program candidates must:

- 18 years or older.
- [Apply online](#) or in-person at any NOCE Center.
- Complete an online General Orientation at least 24 hours prior to registering for Customer Relations Certificate Program courses.
- Recommended: Basic English language reading, writing, and speaking skills, and/or be at an ESL Intermediate High level.
- Recommended: Basic math skills.

## Program Location and Contact Information

NOCE Anaheim Campus  
1830 W. Romneya Drive  
Anaheim, CA 92801

**Career Technical Education**  
(CTE) Office, Room 513  
(714) 808-4915  
[careers@noce.edu](mailto:careers@noce.edu)

Contact for general certificate  
program information

**StarHelp Registration  
Assistance**  
East Lot Portables: 201-P

(714) 808-4679  
[starhelp@noce.edu](mailto:starhelp@noce.edu)

Contact for registration  
assistance

**Counseling and Student Services  
Department**  
East Lot Portables: 200-P

(714) 808-4682  
[counseling@noce.edu](mailto:counseling@noce.edu)

Contact for course advisement,  
career counseling, and college  
planning

## Program of Study Leading to a Certificate

This information is for advisement purposes only and is subject to change.

It is recommended that students see a NOCE Counselor upon enrollment to complete an educational plan. Counselor appointments can be made in person at the Anaheim campus in the East Lot Portables, 200-P, by phone at (714) 808-4682 or via email at [counseling@noce.edu](mailto:counseling@noce.edu).

Required Core Courses for Customer Relations Certificate				
Core courses are listed in the order of the program's recommended sequence				
Course #	Course Title	Hours	Prerequisite(s)	Completion Status
COMP 685	Computer Keyboarding, Beginning	36		
BMGR 415	Written Communication - Business	18		
Otec 100	Office Essentials	24		
Otec 105	Microsoft Outlook Fundamentals	12		
Otec 110	Business Math for Office Technology	24		
Select one Option (Option 1 or Option 2)				
	<b>Option 1</b> <ul style="list-style-type: none"> <li>Otec 216: Windows and Word for Business</li> <li>Otec 217: Excel for Business</li> </ul>	36		
	<b>Option 2</b> <ul style="list-style-type: none"> <li>Otec 215: Computer Concepts and Applications I-BEST</li> </ul>	96		
BMGR 431	Finance for the Non-Financial Manager	18		

COMP 650	QuickBooks Fundamentals for Financial Office Applications	36		
O TEC 111	Customer Relation Management (CRM), Introduction	18		
O TEC 218	Databases and Presentations for Business	36	<ul style="list-style-type: none"> <li>• O TEC 216 <b>and</b> O TEC 217 <a href="#">or</a></li> <li>• O TEC 215 <a href="#">or</a></li> <li>• O TEC 211</li> </ul>	
O TEC 225	MS Office Integrated Projects	36	<ul style="list-style-type: none"> <li>• O TEC 216, O TEC 217 <b>and</b> O TEC 218 <a href="#">or</a></li> <li>• O TEC 215 <a href="#">or</a></li> <li>• O TEC 211 <b>and</b> O TEC 212</li> </ul>	
O TEC 230	Electronic Records Management	54	<ul style="list-style-type: none"> <li>• O TEC 100</li> </ul>	

**Elective (Must Choose 1)**

COMP 510	Computer Keyboarding, Mastery I	30	<ul style="list-style-type: none"> <li>• COMP 685</li> </ul>	
WFPR 100	Career Skills and Resource Lab	36		
WFPR 101	Virtual Career Skills and Resource Lab	36		

**Optional Elective**

O TEC 301	Digital Literacy Preparation	27		
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**Completion Timeline**

All required courses for the Customer Relations Certificate must be completed, and students must maintain Catalog Rights. NO EXTENSIONS and/or EXCEPTIONS WILL BE GIVEN. Students not meeting the requirements and/or not maintaining catalog rights will be required to repeat any classes and/or complete any additional program requirements.

## Additional Program Information

### Catalog Rights and Completion Deadline

The course requirements for a specific certificate program may change from one catalog to the next and, therefore, may change during the period of time that a student attends NOCE. Catalog rights established when a

student first takes classes at NOCE protect the student from being held for additional program requirements that may be added to a later catalog.

Students maintain catalog rights by maintaining continuous enrollment in one of the following courses at NOCE: Basic Skills, Career Technical Education, Disability Support Services, and English as a Second Language. Continuous enrollment is enrollment in any two of the previous consecutive terms, including Summer, resulting in an academic record of A, B, C, D, F, P (Pass), NP (No Pass), SP (Satisfactory Progress), or W (Withdrawal). Missing more than two consecutive terms will result in loss of catalog rights due to a break in continuous enrollment.

If continuous enrollment is broken the student must adhere to the catalog requirements in effect at the time continuous enrollment is re-established and maintained. The lab enrollment in WFPR 100, WFPR101, keyboarding exams, and required certifications (e.g. CPR card) cannot be used to maintain catalog rights. Course substitution nor course challenges do not maintain catalog rights.

This policy supersedes all previous catalog rights provisions and applies only to the programs at NOCE.

### **Course Substitutions:**

This program does not allow any course substitutions.

### **Credit for Prior Learning:**

For programs/courses that allow credit for prior learning, 75% of all coursework must be completed at North Orange Continuing Education. Contact the CTE Office to learn more about which courses offer credit for prior learning.

### **Challenge Exams**

Course:	Requirements:
<b>COMP 685:</b> Beginning Keyboarding	<ul style="list-style-type: none"><li>• Students who are currently enrolled or have been previously enrolled in COMP 685 are <b>NOT</b> eligible for the Keyboarding Challenge Exam.</li><li>• Completed application showing proof of work experience or proof of typing speed of at least 30 NWPM.</li><li>• Students must pass a 5-minute keyboarding exam by typing a minimum of 35 net words per minute (NWPM) with five or less errors.</li><li>• Students are allowed to take the challenge exam up to three (3) times within a 30-minute appointment window on the same day.</li><li>• Students who do not pass the Keyboarding Challenge Exam within the maximum number of attempts <b>will be required to take COMP 685: Beginning Keyboarding.</b></li><li>• Contact the CTE Office at <a href="mailto:careers@noce.edu">careers@noce.edu</a> to request the application.</li></ul>

## **Program Attendance and Grading Requirements**

<b><u>In-Person Classes</u></b>	<b><u>Online Classes</u></b>
<p><b><u>First Day Of Class</u></b>  <b>ATTENDANCE ON FIRST DAY OF CLASS IS MANDATORY</b> to secure your place in class. If you are not in class ONE HOUR after the scheduled start time, your spot could be assigned to a student on the waitlist.</p> <p>No student will be allowed to enroll in a class after the established deadline.</p>	<p><b><u>First Week of Attendance</u></b>  <b>FIRST WEEK OF ATTENDANCE IS MANDATORY</b> to secure your place in class. If you do not sign in to your Canvas course and/or contact your instructor by 11:59 p.m. on the third day from the start of the course, your spot could be reassigned to a student on the waitlist and you will be dropped from the course.</p> <p>If you are enrolled in a hybrid class and the first class meeting is scheduled to be in-person, see the First Day of Class policy for in-person classes.</p> <p>No student will be allowed to enroll in a class after the established deadline.</p>
<p><b><u>Ongoing Attendance</u></b>  Regular attendance is expected of every student.</p>	<p><b><u>Ongoing Active Participation</u></b>  Ongoing active participation is expected of every student. Active participation requires more than just logging onto Canvas. Students who do not actively participate on a weekly basis will be dropped from the class up until the second census date.</p>
<p><b><u>Waitlisted Students</u></b>  Before the class start date, students on the waitlist will be notified via e-mail as soon as a seat is available. Once you receive the e-mail, you will have up to 24 hours to accept the seat. If you do not accept, by the deadline given in your e-mail notification, the seat will be offered to the next student on the waitlist.</p> <ul style="list-style-type: none"> <li>• The waitlist process is only valid <b><u>before</u></b> the class start date.</li> <li>• After the class starts, students interested in adding a closed class must have instructor permission, so it is recommended that students who were on the waitlist attend the first day of</li> </ul>	<p><b><u>Waitlisted Students</u></b>  Through the first week of classes, students on the waitlist will be notified via e-mail as soon as a seat is available. Once you receive the e-mail, you will have up to 24 hours to accept the seat. If you do not accept, by the deadline given in your e-mail notification, the seat will be offered to the next student on the waitlist.</p> <ul style="list-style-type: none"> <li>• The waitlist process is only valid through the end of the first week of the class.</li> <li>• During the 2nd week of classes, students still interested in adding a closed class must contact StarHelp at (714) 808-4679 or e-mail <a href="mailto:starhelp@noce.edu">starhelp@noce.edu</a>.</li> <li>• No student will be allowed to enroll in a class after the established deadline.</li> </ul>

In-Person Classes	Online Classes
<p>class and request instructor permission to be added.</p> <ul style="list-style-type: none"> <li>• For classes five weeks in length or less, students cannot add after the start date.</li> <li>• For classes six weeks in length or more, students cannot add after the second meeting of the class.</li> <li>• No student will be allowed to enroll in a class after the established deadline.</li> </ul>	
<p><b>Grading Policy</b> All courses in this program are graded (Pass or No Pass).</p> <p>In order to be eligible to receive a passing grade, students in this program must meet both the minimum attendance requirements and the 80% or higher grading requirement.</p>	<p><b>Grading Policy</b> All courses in this program are graded (Pass or No Pass).</p> <p>To be eligible to receive a passing grade, students in this program must meet both the minimum attendance requirements through ongoing active participation and the 80% or higher grading requirement.</p>

**Graduation Check for Program Certificate and Commencement**

To receive the certificate and participate in the Commencement Ceremony, students must schedule and attend a Graduation Check/Exit Interview appointment with a NOCE Counselor at the end of their final term to complete the application for the program certificate. If you do not plan on participating in the commencement ceremony, you still must schedule a Graduation Check/Exit Interview appointment with a NOCE counselor.

Once the Records Office receives your application and verifies that all the requirements have been met, the program certificate will be mailed to you.



Accredited by the Accrediting Commission for Schools,  
Western Association of Schools and Colleges  
533 Airport Blvd., Suite 200 Burlingame, CA 94010  
Website: [www.acswasc.org](http://www.acswasc.org)

The North Orange County Community College District's (NOCCCD) North Orange Continuing Education (NOCE) Administrative Offices are located at 1830 W. Romneya Drive in Anaheim, California 92801. For more information, call 714.808.4645 or visit [www.noce.edu](http://www.noce.edu). It is the policy of NOCCCD to provide an educational, employment, and business environment in which no person shall be unlawfully subjected to discrimination or sexual harassment, nor unlawfully denied full and equal access to the benefits of District programs or activities on the basis of ethnic group identification, national origin, religion, age, gender, race, color, ancestry, sexual orientation, marital status or physical or mental disability as defined and prohibited by state and federal statutes. The District is also committed to maintaining campuses that are free of harassment, drugs and alcohol. To read the entire NOCCCD nondiscrimination statement, see the policy in the General Information section in the back of the NOCE class schedule.