

# Customer Relations Certificate Program Guide

**2025-2026**

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**Career Technical Education  
(CTE)**

Office, Room 513  
(714) 808-4915  
[careers@noce.edu](mailto:careers@noce.edu)

Contact for general info about  
certificate programs

**StarHelp Registration  
Assistance**

Anaheim Campus, 2<sup>nd</sup> Floor  
(714) 808-4679  
[starhelp@noce.edu](mailto:starhelp@noce.edu)

Contact for registration  
assistance

**Counseling and Student  
Services**

Anaheim Campus, Room 215  
(714) 808-4682  
[counseling@noce.edu](mailto:counseling@noce.edu)

Contact for course advisement,  
and career planning

## **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 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 Room 215, by phone at (714) 808-4682, or via email at [counseling@noce.edu](mailto:counseling@noce.edu)

<b>Required Core Courses for Customer Relations Certificate</b> <b>Core courses are listed in the order of the program's recommended sequence</b>			
Course#	Course Title	Hours	Prerequisite
<input type="checkbox"/> COMP 685	Computer Keyboarding, Beginning	36	
<input type="checkbox"/> BMGR 415	Written Communication- Business	18	
<input type="checkbox"/> OTEC 100	Office Essentials	24	
<input type="checkbox"/> OTEC 105	Microsoft Outlook Fundamentals	12	
<input type="checkbox"/> OTEC 110	Business Math for Office Technology	24	
<b>Select one Option (Option 1 or Option 2)</b>			
<b>Option 1</b> <input type="checkbox"/> OTEC 216 <b>and</b> <input type="checkbox"/> OTEC 217	Windows and Word for Business <b>and</b> Excel for Business	36  36	
<b>Option 2</b> <input type="checkbox"/> OTEC 215	Computer Concepts and Applications I-BEST	96	

Course#	Course Title	Hours	Prerequisite
<input type="checkbox"/> BMGR 431	Finance for the Non-Financial Manager	18	
<input type="checkbox"/> COMP 650	QuickBooks Fundamentals for Financial Office Applications	36	
<input type="checkbox"/> OTEC 111	Customer Relation Managment (CRM), Introduction	18	
<input type="checkbox"/> OTEC 218	Databases and Presentations for Business	36	OTEC 216 and OTEC 217 or OTEC 215 or OTEC 211
<input type="checkbox"/> OTEC 225	MS Office Integrated Projects	36	OTEC 216 and OTEC 217 and OTEC 218 or OTEC 215 or OTEC 211 and OTEC 212
<input type="checkbox"/> OTEC 230	Electronic Records Management	54	OTEC 100
<b>Elective (Must Choose 1)</b>			
<input type="checkbox"/> COMP 510	Computer Keyboarding, Mastery I	30	COMP 685
<input type="checkbox"/> WFPR 100	Career Skills and Resource Lab	36	
<input type="checkbox"/> WFPR 101	Virtual Career Skills and Resource Lab	36	

Optional Elective			
<input type="checkbox"/> OTEC 301	Digital Literacy Preparation	27	

### 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. Those students not meeting the requirements and/or not maintaining catalog rights will be required to repeat any classes and/or take any additional program requirements.

### 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.

## **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 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 and 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.

## **Challenge Exams**

**COURSE: COMP 685 Computer Keyboarding, Beginning**

For more information and to obtain an application, visit the [CTE Challenge Examination Request webpage](#) or contact the CTE Office at [careers@noce.edu](mailto:careers@noce.edu).

## **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.

## **Program Attendance and Grading Requirements (In-Person Courses)**

### **First Day of Class**

ATTENDANCE ON FIRST DAY OF CLASS IS MANDATORY 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.

No student will be allowed to enroll in a class after the established deadline.

### **Ongoing Attendance**

Regular attendance is expected of every student.

### **Waitlisted Students**

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.

- The waitlist process is only valid before the class start date.
- 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 class and request instructor permission to be added.
- For classes five weeks in length or less, students cannot add after the start date.
- For classes six weeks in length or more, students cannot add after the second meeting of the class.
- No student will be allowed to enroll in a class after the established deadline.

### **Grading Policy**

All courses in this program are graded (Pass or No Pass).

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.

## **Program Attendance and Grading Requirements (Online Courses)**

### **First Week of Attendance**

FIRST WEEK OF ATTENDANCE IS MANDATORY to secure your place in class. If you do not sign into 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.

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.

No student will be allowed to enroll in a class after the established deadline.

### **Ongoing Active Participation**

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.

### **Waitlisted Students**

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.

- The waitlist process is only valid through the end of the first week of the class.
- During the 2nd week of classes, students still interested in adding a closed class must contact StarHelp at (714) 808-4679 or e-mail [starhelp@noce.edu](mailto:starhelp@noce.edu).
- No student will be allowed to enroll in a class after the established deadline

### **Grading Policy**

All courses in this program are graded (Pass or No Pass).

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.