



Workforce Investment Act Eligible Training Program

Provider Name: Community College of Rhode Island

Contract #: 5050-62

Address: 400 East Avenue
Warwick, RI 02886

Address if program is held at a another site:

Program Name: Certificate in Administrative Office Technology with a Customer Service Specialist Concentration

Office use only: ONET CODE

CONTACT INFORMATION

Program Contact Person: Sarah Cichon, Chairperson

Phone: 401-825-2061
Email: scichon@ccri.edu

Fax: 401-825-2283 OFTD Dept
Website: www.ccri.edu/oftd

Administrative Questions:

Course Outline/Topics to be Covered

The Customer Service Specialist certificate program gives students the training necessary for employment in entry-level customer service positions. Front-line customer service representatives interact with their customers every day. This program gives students the skills and techniques required to provide outstanding customer service and support. Students who successfully complete this program may sit for the Help Desk Institute's Customer Service exam.

Courses Taken:

- OFTD 1130 Editing Skills for Office Communications
- OFTD 1160 Basic Keyboarding Mastery
- OFTD 1140 Office Technology and Procedures I
- OFTD 1105 Essential Notetaking Skills
- OFTD 1380 Customer Service Essentials
- ENGL 1400 Business Writing for Office Professionals

- COMI 1451 Introduction to Windows
 - COMI 1640 Introduction to Word Processing
- Total Certificate Credits 18

Credits earned in this program can be applied towards an Administrative Office Technology or General Studies degree.

Required academic grade levels to enter program

Reading Grade Level College entry-level

Math Grade Level College entry-level

English Proficiency College entry-level

Required to enter training program

- Physical Yes No
- Vaccinations Yes No
- Drug test Yes No
- BCI Yes No
- License Yes No
- Tools Yes No
- Experience Yes No
- Other :

MAY be required for employment

- Physical Yes No
- Vaccinations Yes No
- Drug test Yes No
- BCI Yes No
- Certification Yes No
- License Yes No
- Tools Yes No
- Experience Yes No
- Other :

Participants will be qualified to seek employment in the following occupations:

- 1) Customer Service Reps
- 2) _____
- 3) _____
- 4) _____

Is this program Pell grant eligible?

Yes No

PROGRAM COSTS:

TUITION INCLUDES:

Tuition (Part-time)	\$3,600.00
Fees	\$400.00
Books	\$1,800.00
Licensing	
Certificate fees	\$40.00
Other, provide explanation	\$145.00
Placement Test	\$40.00

Total Tuition Cost \$6,025.00

These are expenses that MAY be reimbursed after successful completion of training.

Please indicate Yes, No or enter the amount

	YES	NO	AMOUNT
Books	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Licensing	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Tools	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Uniforms	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Travel	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Miscellaneous	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

Total \$0.00

Participant is responsible for :

Prerequisites	
Membership	
Help-Desk Institute Exam	\$145.00
Cost above tuition cap	\$525.00
Expenses that <u>MAY</u> be reimbursed	\$0.00
Total	\$670.00

Maximum ITA Responsibility (Max. \$5500)

\$5,500.00

PROGRAM LENGTH

Weeks and Hours and

Additional Information

Part-time 30 weeks, Full-time 15 weeks
315 hours

What type of certificate will be awarded and by whom?

Certificate in Administrative Office Technology with a Customer Service Specialist Concentration