

CURRICULUM STANDARD

Effective Term
Fall 2008
*[2008*03]*

Curriculum Program Title

Business Administration

Code

A2512B

Concentration

Customer Service

Curriculum Description

Customer Service is a concentration under the curriculum title of Business Administration. This curriculum provides a broad foundation of communication and interpersonal skills designed to prepare the individual for customer contact roles within a business organization.

Emphasized are concepts in retailing, credit and collections, resolving customer complaints, service follow-up, consumer law, and consumer behavior. Concepts include communicating effectively, using interpersonal skills, establishing credit worthiness, analyzing common accounting financial and credit documents, and operating a computer.

Employment opportunities include customer services representative, customer services manager, consumer relations, credit analyst, credit card specialist, credit and collection specialist, retail sales, accounts control analyst, administrative assistant, authorizations analyst, and telephone sales representative in both service- and production-oriented businesses.

Curriculum Requirements*

[for associate degree, diploma, and certificate programs in accordance with 23 NCAC 02E.0204 (3)]

- I. General Education.** Degree programs must contain a minimum of 15 semester hours including at least one course from each of the following areas: humanities/fine arts, social/behavioral sciences, and natural sciences/mathematics. Degree programs must contain a minimum of 6 semester hours of communications. Diploma programs must contain a minimum of 6 semester hours of general education; 3 semester hours must be in communications. General education is optional in certificate programs.
- II. Major Hours.** AAS, diploma, and certificate programs must include courses which offer specific job knowledge and skills. Work experience, including cooperative education, practicums, and internships, may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit. *(See second page for additional information.)*
- III. Other Required Hours.** A college may include courses to meet graduation or local employer requirements in a certificate, diploma, or associate in applied science program. These curriculum courses shall be selected from the Combined Course Library and must be approved by the System Office prior to implementation. Restricted, unique, or free elective courses may not be included as other required hours.

	AAS	Diploma	Certificate
Minimum General Education Hours	15	6	0
Minimum Major Hours	49	30	12
Other Required Hours	0-7	0-4	0-1
Total Semester Hours Credit (SHC)	64-76	36-48	12-18

**Within the degree program, the institution shall include opportunities for the achievement of competence in reading, writing, oral communication, fundamental mathematical skills, and basic use of computers.*

Major Hours

[ref. 23 NCAC 02E.0204 (3)]

- A. Core.** The subject/course core is comprised of subject areas and/or specific courses which are required for each curriculum program. A diploma program offered under an approved AAS program standard or a certificate which is the highest credential level awarded under an approved AAS program standard must include a minimum of 12 semester hours credit derived from the subject/course core of the AAS program.
- B. Concentration** (if applicable). A concentration of study must include a minimum of 12 semester hours credit from required subjects and/or courses. The majority of the course credit hours are unique to the concentration. The required subjects and/or courses that make up the concentration of study are in addition to the required subject/course core.
- C. Other Major Hours.** Other major hours must be selected from prefixes listed on the curriculum standard. A maximum of 9 semester hours of credit may be selected from any prefix listed, with the exception of prefixes listed in the core or concentration. Work experience, including cooperative education, practicums, and internships, may be included in associate in applied science degrees up to a maximum of 8 semester hours of credit; in diploma programs up to a maximum of 4 semester hours of credit; and in certificate programs up to a maximum of 2 semester hours of credit.

Business Administration/Customer Service A2512B

	AAS	Diploma	Certificate
Minimum Major Hours Required	49 SHC	30 SHC	12 SHC
A. CORE <i>Courses required for the diploma are designated with *</i> Required Courses: * BUS 115 Business Law I 3 SHC * BUS 137 Principles of Management 3 SHC * MKT 120 Principles of Marketing 3 SHC Required Subject Area: *Accounting. Select one: ACC 115 College Accounting 4 SHC ACC 120 Prin of Financial Acct 4 SHC *Economics. Select one: ECO 151 Survey of Economics 3 SHC ECO 251 Principles of Microeconomics 3 SHC ECO 252 Principles of Macroeconomics 3 SHC *Computer Applications. Select one: CIS 110 Introduction to Computers 3 SHC CIS 111 Basic PC Literacy 2 SHC OST 137 Office Software Applications 3 SHC	18-19 SHC	18-19 SHC	
B. CONCENTRATION <i>Courses unique to a concentration are designated with **</i> ** CSV 110 Introduction to Customer Service 3 SHC ** CSV 210 Advanced Customer Service 3 SHC ** CSV 220 Consumer Credit 3 SHC ** CSV 221 Letters of Credit 3 SHC ** MKT 222 Credit Procedures 3 SHC <div style="text-align: right;"><i>Continued on next page</i></div>	15 SHC	12 SHC	

Business Administration/Customer Service A2512B (continued)

C. OTHER MAJOR HOURS

To be selected from the following prefixes:

ACC, AIB, BAF, BUS, CIS, COE, CSC, CSV, CTS, DBA, ECM, ECO,
INS, INT, ISC, LOG, HRM, MKT, OMT, OST, PAD, PMT and WEB

*Foreign language courses (including ASL) that are not designated as
approved other major hours may be included in all programs up to a
maximum of 3 semester hours of credit.*