

University of Maine at Augusta  
**Certificate in CUSTOMER SERVICE & TELECOMMUNICATIONS LEVEL I & II**  
College of Professional Studies  
2011-2012 Catalog

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Name:

ID#:

Date:

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**LEVEL I CERTIFICATE REQUIREMENTS (13-16 credit hours):**

- COL 100 Introduction to College Experience (3) *optional*
- COM 102 Interpersonal Communications (3)
- BUA 100 Introduction to Business (3)
- BUA 285 Customer Service & Telecommunications (3)
- CIS 100 Introduction to Computing (3)
- COL/INT 214 Professionalism in the Workplace (1)

**LEVEL II CERTIFICATE REQUIREMENTS (12 credit hours):**

*Prerequisite: UMA Customer Service & Telecommunications Level I Certificate*

- COM 205 Forms of Social Influence (3)
  - BUA 263 Marketing (3)
  - ENG 317W Professional Writing (3) *prerequisite ENG 101*
  - PSY 100 Introduction to Psychology (3)
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**Advising Notes:**

To earn a certificate, 50% of the required courses must be taken at UMA.

Students are encouraged to contact their faculty advisor and the Advising Center for academic advising and support services throughout their stay at UMA.

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Approved to Receive Certificate

Records Office

Date

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