



WISCONSIN
INDIANHEAD
TECHNICAL
COLLEGE

**17-105-2 CUSTOMER SERVICE
2020-21 CERTIFICATE CURRICULUM CHECKLIST
WISCONSIN INDIANHEAD TECHNICAL COLLEGE (W I T C)
ASHLAND*, NEW RICHMOND*, RICE LAKE*, SUPERIOR*
OUTREACH CENTERS: HAYWARD*, LADYSMITH*
*Combination of Online, Your Choice, In person, and ITV (Interactive Television)**

Name/ID _____

Certificate courses are scheduled on an ongoing basis.

To search for available courses, go to the W I T C webpage and click on "Find A Class" at the top of the page

CATALOG NUMBER	COURSE TITLE	HOURS PER WEEK	CREDITS	NOTES	DATE COMPLETED	TRANSFER OR GRADE
10104102 or 10809172	Marketing Principles or Introduction to Diversity Studies	4 hours per week or 3 hours per week	3 credits or 3 credits			
10890116	Job Quest	2 hour per week	1 credit			
10106164	Office Communication Prerequisites: 10106110 Document Formatting and 10106146 Proofreading for the Office	4 hours per week	3 credits			
10196108	Customer Service	1 hours per week	1 credit			
10196138	Conflict Resolution and Confrontation Skills	1 hours per week	1 credit			
10801136	English Composition 1	3 hours per week	3 credits			
10801196	Oral/Interpersonal Communication	3 hours per week	3 credits			
	TOTAL CREDITS	16-17 hours per week	15 credits			
	CERTIFICATE REQUIREMENTS		15 Total Credits			

Please be advised that low enrollment class sections may be cancelled. You will be contacted by Student Services with information on other class sections available in alternate formats.

CERTIFICATE REQUIREMENTS: Although your academic advisor can provide guidance, you are ultimately responsible for selecting courses that meet a certificate's completion requirements. This certificate requires a GPA of 2.0 in a 4.0 grade system to complete.

All prerequisite/corequisite courses must be completed with a grade point of 2.0 or better.

Revised 7/26/2019