

Teleservices

Career Studies Certificate

Program Coordinator: Nan Jones • LRC 212 • 276-739-2465

Occupational Objective: Client Support, Customer Service, Marketing and Sales

Course Number	Course Title	Lecture Hours	Lab Hours	Credits
AST 114	Keyboarding for Information Processing ¹	2	0	2
AST 171	Introduction to Call Center Services	3	0	3
AST 206	Professional Development	3	0	3
AST 232	Microcomputer Office Applications ²	3	0	3
MKT 100	Principles of Marketing	3	0	3
AST 137	Records Management	3	0	3
Total		17	0	17

Footnote:

1. Students who pass the Keyboarding Exemption Test will be granted credit for this course. Testing date is published in the class schedule.
2. Prerequisite- AST 101 or equivalent.