

# DEGREES, CERTIFICATES, AND TRANSFER PREPARATION INFORMATION

## BUSINESS – NONCREDIT

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This noncredit program is consistent with SMC's Mission to assist students in the development of skills needed to succeed in college and prepare students for careers requiring general business skills. Careers in business are often one of the most sought-after opportunities. Business activity is all around us, as it affects our daily lives as we work, invest and play. Consequently, people want to learn about business and its intricacies. This program will introduce students to general business concepts, including the key business functions and the role of entrepreneurship in the United States economy. This program is not intended as a substitute for any credit certificate or associate degree. It is recommended that students have an intermediate or higher skill level in ESL.

### Programs Offered

- Business Essentials Level 1 Certificate of Completion (Noncredit)
- Customer Service Certificate of Completion (Noncredit)

### Certificate of Completion Requirements

Satisfactory completion of each of the courses in the Area of Emphasis.

### Catalog Rights

A student may satisfy the requirements of a degree that were in effect at any time of the student's *continuous* enrollment. Continuous enrollment means attendance in at least one semester (Fall or Spring) in each academic year.

## Business Essentials Level 1, Certificate of Completion (Noncredit)

Careers in business are often one of the most sought after opportunities. Business activity is all around us, as it affects our daily lives as we work, invest and play. Consequently, people want to learn about business and its intricacies. This program will introduce students to the functional areas of business and the role of entrepreneurship in our economy.

**Program Learning Outcomes:** Upon completion of the program, students will demonstrate a general understanding of business concepts, as well as have developed their own entrepreneurial business mindset.

### Area of Emphasis: (0 units)

#### Required Core Courses:

- BUS 901, Introduction to Business – Basic (0)  
BUS 902, Introduction to Business Mindset (0)

## Customer Service, Certificate of Completion (Noncredit)

This program in Customer Service provides marketable business knowledge and professional skills to individuals currently seeking employment in various customer driven industries. The business environment demands that companies provide customers with quick, efficient, correct service that is intended to be delightfully memorable. This program introduces students to the theories of the customer service exchange and their practical application during a customer encounter.

**Program Learning Outcomes:** Upon completion of the program, students will demonstrate the comprehensive analysis of a customer encounter and address or resolve the situation using effective customer service techniques.

### Area of Emphasis: (0 units)

#### Required Core Courses:

- BUS 911, Customer Service Level 1 (0)  
BUS 912, Customer Service Level 2 (0)