**Cypress College Aviation & Travel Careers**

###### **Airline Customer Services Certificate & Degree Requirements**

**Goals and Objectives of the Program:**

The Airline Customer Services Program provides students with a career path for attaining the communication skills, practical knowledge, and technical training necessary for pursuing a career as a reservations agent, gate agent, ticket agent, or customer services manager. Students completing this degree will develop an advanced understanding of the airline industry and the safety, security, and service requirements necessary to work in customer services for a major airline.

Career Path:

 Basic Airline Customer Services Certificate = 18 units

 Advanced Airline Customer Services Certificate = 35 units

 Associate in Science Degree Airline Customer Services= 60 units (Adv. Certificate + G. E. Requirements)

To earn the certificates, complete the required courses as listed with a minimum grade of "C." At least 50% of all course work must be completed at Cypress College. The Basic Certificate offers students a career ladder from which they may experience incremental success as they progress to an Advanced Certificate and an Associate in Science Degree. The “basic” designation is intended to make clear that Cypress College considers students with this certificate to be eligible for internships, but not necessarily ready for employment unless they have completed significant coursework in another discipline.

To earn an Associate in Science Degree, complete the Advanced Certificate identified below and the General Education Graduation Requirements outlined in the Cypress College Catalog.

#### Basic Airline Customer Services Certificate: 18 Units *(Courses are 3 units except as noted. F=Fall S=Spring Su=Summer)*

# Core Course Requirements: (6 courses)

\_\_\_\_\_\_\_ATC 101 Intro to Travel Careers (F, S)

\_\_\_\_\_\_\_ATC 102 Career Communication/Portfolio (F, S)

\_\_\_\_\_\_\_ATC 174 Destinations: Americas/Europe (F, S)

\_\_\_\_\_\_\_ *or* ATC 175 Destinations: Africa/ Pacific (F, S)

\_\_\_\_\_\_\_ATC 183 Customer Care (F, S)

\_\_\_\_\_\_\_ATC 192 Airline Reservations: SABRE (S)

\_\_\_\_\_\_\_ATC 270 Airline Operations (F, S)

*\_\_\_\_\_\_\_***18 Total Units Required for Basic Certificate**

# Advanced Airline Customer Services Certificate: 35 Units *(Includes Basic Certificate + 17 Units)*

Basic Airline Customer Services Certificate plus 6 more core units and 11 elective units:

# Core Requirements: (2 courses)

\_\_\_\_\_\_\_ATC 174 Destinations: Americas/Europe (F, S)

\_\_\_\_\_\_\_ a*nd* ATC 175 Destinations: Africa/Pacific (F, S)

\_\_\_\_\_\_\_ATC 182 Cultural Tourism (F, S)

\_\_\_\_\_\_\_ *or* ATC 256 Crew Resource Management (F)

# Electives: Select a minimum of 11 units from the electives below

\_\_\_\_\_\_\_ATC 112 Homeland Security (F, S)

\_\_\_\_\_\_\_ATC 116 Aviation/Trans Security (not currently offered)

\_\_\_\_\_\_\_ATC 118 Disaster Preparedness / Response (S)

\_\_\_\_\_\_\_ATC 132 Private Pilot (F, S) 4 units

\_\_\_\_\_\_\_ATC 182 Cultural Tourism (F, S)

\_\_\_\_\_\_\_ATC 183 Customer Care: Airline/Travel (F, S)

\_\_\_\_\_\_\_ATC 196 Flight Simulator Private Pilot (F, S) 1 unit

\_\_\_\_\_\_\_ATC 256 Crew Resource Management (F)

\_\_\_\_\_\_\_ATC 274 Passenger Services & Safety (F, S)

\_\_\_\_\_\_\_ATC 278 Public Relations (varies)

\_\_\_\_\_\_\_ATC 295 Aviation /Travel Internship (F, S)

\_\_\_\_\_\_\_ATC 298 Aviation /Travel Seminar 0.5 -12 (not currently offered)

\_\_\_\_\_\_\_ATC 299 Independent Study (F, S) 0.5 - 2

\_\_\_\_\_\_\_KIN 121 Self Defense (F)

\_\_\_\_\_\_\_KIN 235 First Aid, CPR, and Emergencies (F, S)

\_\_\_\_\_\_\_**35 Total Units Required for Advanced Certificate**

Associate in Science Degree: Airline Customer Services: **60 Units** (Adv. Cert. + GE)

Combine the above Advanced Certificate with the general education requirements outlined in the Cypress College Catalog.

**Key Tips:** You may opt to “**dual major”** by applying some of these courses to other ATC Degree/Certificate Programs. Remember to apply for certificates/degrees/graduation at the **beginning** of your last semester.

***Effective: Fall 2017***

Student Educational Planner (Sample)
**Airline Customer Service Certificate
Basic / Advanced**

|  |  |  |
| --- | --- | --- |
| ►**Fall 20**\_\_­\_ | **►Spring 20**\_\_­\_ | **►Summer 20**\_\_\_ |
| **Course** | **Units** | **Course** | **Units** | **Course** | **Units** |
| **ATC 101** | **3** | **ATC 192** | **3** |  |  |
| **ATC 102** | **3** | **ATC 182** | **3** |  |  |
| **ATC 174 (or 175)** | **3** | **ATC 175 (or 174)** | **3** |  |  |
| **ATC 270** | **3** | **ATC 274** | **3** |  |  |
| **ATC 183** | **3** | **ATC 299** | **2** |  |  |
|  |  |  |  |  |  |
| **Total** | **15** | **Total** | **14** | **Total** |  |

|  |  |  |
| --- | --- | --- |
| **►Fall 20**\_\_­\_ | **►Spring 20**\_\_­\_ | **►Summer 20**\_\_\_ |
| **Course** | **Units** | **Course** | **Units** | **Course** | **Units** |
| **ATC 256** | **3** |  |  |  |  |
| **ATC 112** | **3** |  |  |  |  |
|  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Total** | **6** | **Total** |  | **Total** |  |

|  |  |  |
| --- | --- | --- |
| **►Fall 20**\_\_­\_ | **►Spring 20**\_\_­\_ | **►Summer 20**\_\_\_ |
| **Course** | **Units** | **Course** | **Units** | **Course** | **Units** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| **Total** |  | **Total** |  | **Total** |  |

Please note: This student education plan (SEP) is offered as a suggestion only. Students may modify it by taking more or fewer classes as needed. Students wishing to exceed 18 units per semester will need to meet with a counselor.  Students wishing to complete an AS Degree and/or transfer should meet with a counselor to modify their course plan to include general education courses.

**Dual Majors:** You may opt to “dual major” by applying some of these courses to other degrees and certificates in the Aviation & Travel Careers Program. Remember to apply for certificates/degrees/graduation at the **beginning** of your last semester.