

AIR CONDITIONING CUSTOMER SERVICE CERTIFICATE

PROGRAM CODE: 1C31188

Financial Aid Eligible

The **Air Conditioning Customer Service Certificate** provides students with a career path for attaining the communication skills, practical knowledge, and technical training necessary for pursuing a career in customer service. Students completing this certificate will develop an advanced understanding of personal inter-relations of customer service. To earn this certificate, complete the required courses as listed with a grade of C or better. At least 50% of all major course work must be completed at Cypress College. This certificate requires a total of 18 units.

Code	Title	Units
Required Courses are listed in suggested sequence (18 units):		
AC/R 100 C	Principles of Thermodynamics and Heat Transfer	3
AC/R 110 C	Air Flow Design & Pscymtrcs	2
AC/R 137 C	Blueprints and Dimension Analysis (formerly AC/R 037 C)	2
AC/R 105 C	Electricity for Air Conditioning and Refrigeration I	3
AC/R 115 C	Gas Heat Transfer Systems	3
AC/R 135 C	Sustainability Design and Application (formerly Solar Energy for Heat and Cool)	2
AC/R 245 C	Load Calculations for Heating and Cooling (formerly AC/R 145 C)	2
AC/R 055 C	Technician Customer Relations	1
Total Units		18

Program Student Learning Outcomes:

OUTCOME 1: Providing quality hands-on experiences on up-to-date equipment in a safe learning environment with training and observance of good safety practices.

OUTCOME 2: Providing the foundation of applied thinking skills and problem solving skills to succeed in the HVAC/R industry.

OUTCOME 3: Providing a platform for strong communication skills in every day life experiences.

OUTCOME 4: Providing a strong base of industry mandated knowledge, values and skills to be competitive in the economic environment.

OUTCOME 5: Providing an understanding of the varied and possible career paths in the HVAC/R industry.

OUTCOME 6: Providing those individuals currently working within the HVAC/R industry the opportunity to further their understanding, knowledge and skills in the field.

OUTCOME 7: Providing students with experiential training by experts in the field, as well as with direct contact with these industry professionals as a counseling and job placement tool.

OUTCOME 8: Providing students with an opportunity to obtain a certificate acknowledging their completion of the courses comprising the certificate, and a tool for obtaining gainful employment. The objective of this program is to provide these skills through traditional teaching methods with an emphasis on a practical, "hands-on" experiential education that will give the students an added "edge" in job market competition.

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