

# AIRLINE CUSTOMER SERVICES ADVANCED CERTIFICATE

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**PROGRAM CODE:** 1C21124

Financial Aid Eligible

The **Airline Advanced Customer Services Certificate** 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 certificate 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. 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 35 units.

Code	Title	Units
<b>Required Courses (27 units):</b>		
ATC 101 C	Introduction to Travel Careers	3
ATC 102 C	Career Communication and Portfolio	3
ATC 174 C	Destinations- Americas and Europe	3
ATC 175 C	Destinations Africa and Pacific	3
ATC 182 C	Cultural Tourism	3
or ATC 256 C	Crew Resource Management	
ATC 183 C	Customer Care: Airline/Travel	3
or ATC 274 C	Passenger Services and Safety	
ATC 192 C	Airline Reservations - SABRE	3
ATC 270 C	Airline Operations	3
ATC 271 C	Airport Operations	3
<b>Electives: To complete all major course requirements, students must complete 8 elective units from the list below (if not already taken as a required course) (8 units)</b>		<b>8</b>
ATC 112 C	Homeland Security	3
ATC 116 C	Aviation and Transportation Security	3
ATC 118 C	Disaster Preparedness Response	3
ATC 132 C	Private Pilot	4
ATC 182 C	Cultural Tourism	3
ATC 183 C	Customer Care: Airline/Travel	3
ATC 196 C	Flight Simulator Private Pilot	2
ATC 256 C	Crew Resource Management	3
ATC 274 C	Passenger Services and Safety	3
ATC 278 C	Public Relations	3
ATC 295 C	Aviation and Travel Internship	3
ATC 299 C	Independent Study	0.5-2
<b>Total Units</b>		<b>35</b>

## Program Student Learning Outcomes:

**OUTCOME 1:** A student who completes this program will be provided with a career path for attaining the communication skills, practical knowledge, and technical training necessary for pursuing a career as a reservation agent, gate agent, ticket agent, or customer services manager.