



# Science, Technology, Engineering, and Mathematics Career and Academic Pathways (CAPs) Program Map: Skills Certificate for Automotive Customer Service Management

Total number of units: 11 units

Top Code/Academic Plan:

Updated on September 12, 2021

Semester1	Course Code	Course	Units	Notes	Notes for Part-time students
Program Course	AUTOMO 101	<b>Introduction to Automobile Technology</b>	<b>4</b>	Required Core Course for the Degree and Certificate.	
Program Course	AUTOMO 185	<b>Directed Study - Automobile Technology</b>	<b>1</b>	Required Core Course for the Degree and Certificate.	
Program Course	CAOT 048	<b>Customer Service</b>	<b>3</b>	Required Core Course for the Certificate.	
Program Course	CAOT 082	<b>Microcomputer Software Survey in the Office</b>	<b>3</b>	Required Core Course for the Certificate.	

**Total Units 11**

### Degree Path and Requirements:

This map is a suggested term-by-term sequence of courses to complete the program in a recommended time frame. This is an efficient and recommended plan, but actual plans may vary by individual student need. This map cannot replace a meeting with [counselors](#).

### Department Advising Notes:

The department recommends that students meet with an Academic Counselor during the course of this program, to plan for course and program completion.

### Program Description

This skills certificate is designed to familiarize students with the theory and application of automotive technical systems and industry practices. Students will learn office and organizational skills necessary to deliver excellent customer service. Successful completion of this skills certificate will allow students the opportunity to enter the auto industry as service writers and customer service managers.

### Career and Transfer Opportunities

Visit the [Transfer Center](#) for transfer information, which varies based on transfer college. Make an appointment with a [counselor](#). Students can visit [Career and Job Services](#) for career counseling and further exploration.

### Youtube Videos

[You Belong at East Los Angeles College](#)

### Program Map

A suggested sequence of classes to complete a degree, certificate, or program of study. Students should consult an academic counselor for variations to this plan based on part-time or full-time status, transfer plans, pre-requisites needed, etc.

### Prerequisite Course

A specific course that must be completed before advancing to the next course.

Check the online catalog at [elac.edu](http://elac.edu) for the latest and most accurate information.

### Contact

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