



Customer Assistance Technology

Program Content:	This program offers a sequence of courses that provide technical knowledge and skills needed to prepare for future education or careers such as Customer Care Representative or Customer Care Specialist. The content includes, but is not limited to, coursework that will contribute to the development of verbal and nonverbal communication skills, employability skills, technical skills, and occupation-specific skills.
Length of Program:	450 hours
Class Hours:	Full Time: 8:00 a.m. – 3:00 p.m. Monday - Friday
Admission Dates:	Fall Classes: August Spring Classes: January Students are accepted as a first-come, first-serve basis.
Industry Certification:	Microsoft Office Specialist Certification
Graduation Requirements:	Complete all coursework and the Basic Skills Assessment requirements by two weeks prior to the set of graduation.
Potential: Employment	Graduates of the program will be qualified to work as Customer Care Representatives or Customer Care Specialists. They may work in any industry that interacts with customers for example, telephone call centers, credit and insurance agencies, banks or retail stores. Starting salary ranges are approximately \$11.00 - \$15.00
For More Info:	Please attend our information sessions. For dates go to https://manateetech.edu/events/
Career Counselor:	Terri Parrish, 941-751-7900 ext. 1033 parrishm@manateeschools.net
Tuition & Fees:	See reverse side.

*Eligible for high school dual enrollment. See High School Career Dual Enrollment Admission Packet.

Customer Assistance Technology – 450 Hours

Program #B079100		CIP #0552041102				
Course Title	OCP	Course Number	Hours	Tuition	Lab	Total
Information Technology Assistant	OCP A	OTA0040	150	438	50	\$488.00
Customer Care Representative	OCP B	MNA0083	150	438		\$438.00
Customer Care Specialist	OCP C	MNA0086	150	438		\$438.00
Total Tuition & Lab						\$1,364.00
Additional Fees Due at Time of Registration						
Industry Certification: Microsoft Office Specialist (MOS) (Word, Excel, PowerPoint and either Access or Outlook). (\$75 each) Microsoft Office Master Specialist Certificate is available for an additional fee						\$300.00
Application Fee						\$30.00
Administrative Fee (\$40 per term)						\$40.00
Test Out Software						\$30.00
AES Educational Software						\$35.00
Additional Fee: Gmetrix Practice Exam						\$78.00
Uniform (2)						\$50.00
Total Tuition, Lab & Fee (approximately)						\$1,927.00
Additional Equipment from an Outside Vendor or from the MTC Bookstore						
Career Technical Student Organizational Leadership						\$30.00
Total Tuition, Lab & Fees & Additional Expenses (approximately)						\$1,957.00

Occupational Completion Point

**Current book list and prices: <https://manateetech.edu/current-students/bookstore/>

*/** Prices are subject to change without notice

Tuition bases on \$2.92 per hour, Florida resident

Tuition for Non-Florida resident = \$11.71 per hour

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