

CERTIFICATE

2019-2020

GOALS AND OBJECTIVES

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.

CERTIFICATES

Airline Customer Services Basic

Airline Customer Services Advanced

To earn a certificate, complete the required courses as listed with a minimum grade of "C." At least 50% of all coursework 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.

DEGREE

Associate in Science Degree in Airline Customer Services

To earn an Associate's Degree, students must complete:

- (1) all major course requirements with a "C" or better;
- (2) 25 units of General Education requirements;
- (3) the cultural diversity and reading requirements;
- (4) any elective courses to complete a minimum of 60 units; and
- (5) have a minimum GPA of 2.0. At least 50% of all major course work must be completed at Cypress College.

For information on specific university requirements, please consult with your counselor, or visit the Transfer Center.

Airline Customer Services Basic Certificate = 18 Units

Program Code: 1C14403

Required courses are listed in numeric sequence:		Units
____ ATC 101 C	Intro to Travel Careers (F, S)	3
____ ATC 102 C	Career Communication/Portfolio (F, S, Su)	3
____ ATC 174 C	Destinations: Americas/Europe (F, S)	3
____ or ATC 175 C	Destinations: Africa/ Pacific (F, S)	(3)
____ ATC 183 C	Customer Care: Airline/Travel (F, S)	3
____ ATC 192 C	Airline Reservations: SABRE (S)	3
____ ATC 270 C	Airline Operations (F, S)	3
Total Units Required		18

Airline Customer Services Advanced Certificate = 35 Units

Program Code: 1C21124


Required courses are listed in numeric sequence:		Units
____ ATC 101 C	Introduction to Travel Careers (F, S)	3
____ ATC 102 C	Career Communication/Portfolio (F, S, Su)	3
____ ATC 174 C	Destinations: Americas/Europe (F, S)	3
____ ATC 175 C	Destinations: Africa/Pacific (F, S)	3
____ ATC 182 C	Cultural Tourism (F, S)	3
____ or ATC 256 C	Crew Resource Management (F)	(3)
____ ATC 183 C	Customer Care: Airline/Travel (F, S)	3
____ or ATC 274 C	Passenger Services and Safety (F, S)	(3)
____ ATC 192 C	Airline Reservations: SABRE (S)	3
____ ATC 270 C	Airline Operations (F, S)	3
Electives: Select a minimum of 11 units from the electives below		
____ ATC 112 C	Homeland Security (F, S)	3
____ ATC 116 C	Aviation/Transportation Security (varies)	3
____ ATC 118 C	Disaster Preparedness / Response (S)	3
____ ATC 132 C	Private Pilot (F, S)	4
____ ATC 182 C	Cultural Tourism (F, S)	3
____ ATC 183 C	Customer Care: Airline/Travel (F, S)	3
____ ATC 196 C	Flight Simulator Private Pilot (F, S)	1
____ ATC 256 C	Crew Resource Management (F)	3
____ ATC 274 C	Passenger Services & Safety (F, S)	3
____ ATC 278 C	Public Relations (varies)	3
____ ATC 295 C	Aviation /Travel Internship (F, S)	3
____ ATC 298 C	Aviation /Travel Seminar (varies)	0.5 -12
____ ATC 299 C	Independent Study (F, S)	0.5 - 2
Total Units Required		35

DEGREE

Associate in Science Degree: Airline Customer Services = 60 Units

Program Code: 1S14040

Combine the above **Airline Customer Services Advanced Certificate** with the **general education requirements** outlined in the Cypress College Catalog.

 **Key Tips:** You may opt to "double 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.

Student Educational Planner

Airline Customer Services Certificates & Degree

Basic

Advanced

A.S. Degree

► Fall 20						► Spring 20						► Summer 20					
Course	C/D	CGE	CSU	UC	Units	Course	C/D	CGE	CSU	UC	Units	Course	C/D	CGE	CSU	UC	Units
ATC 101 C	✓		✓		3	ATC 192 C	✓		✓		3						
ATC 102 C	✓		✓		3	ATC 182 C	✓	✓	✓		3						
ATC 174 C	✓		✓		3	ATC 175 C	✓		✓		3						
ATC 270 C	✓		✓		3	11 Elective Units	✓				/11						
ATC 183 C	✓		✓		3	11 Elective Units	✓				/11						
Total					15	Total					12+	Total					

► Fall 20						► Spring 20						► Summer 20					
Course	C/D	CGE	CSU	UC	Units	Course	C/D	CGE	CSU	UC	Units	Course	C/D	CGE	CSU	UC	Units
11 Elective Units	✓				/11	B1 Natural Science	✓	✓	✓		3						
11 Elective Units	✓				/11	B2 Mathematics	✓	✓			3						
A1 Written Comm (ENGL 100 C)	✓	✓	✓	✓	4	C1 Arts	✓	✓	✓		3						
A2 Analytical Thkg (ENGL 103 C)	✓	✓	✓	✓	4	C2 Humanities	✓	✓	✓		3						
E Physical Activity	✓	✓			1	D Social Science	✓	✓	✓		3						
Total					9+	Total					15	Total					

► Fall 20						► Spring 20						► Summer 20					
Course	C/D	CGE	CSU	UC	Units	Course	C/D	CGE	CSU	UC	Units	Course	C/D	CGE	CSU	UC	Units
D Social Science	✓	✓	✓		3												
Reading Proficiency	*				3												
Total					6	Total						Total					

*C/D: Certificate/Degree course requirements

CGE: Cypress College Native General Education requirements for Associate Degree

UC: University of California & California State University (Transferable)

CSU: California State University General Education Breadth requirements

For more information, go to the Transfer Center at www.cypresscollege.edu/services/transfer-center/

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 19 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.

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For more information: careers.cypresscollege.edu | (714) 484 -7004 | Cypress, CA 90630

ATC available news at careers.cypresscollege.edu

University transfer information available at www.assist.org

(F) = class offered fall semester (S) = class offered spring semester

(F, S) = class offered both fall & spring