

Client & Customer Relations - Durham College Certificate

Program of Study 2023/2024

- Students starting in the 2023/2024 academic year (September - August) must follow the Program of Study shown below.
- If you began your studies prior to the 2023/2024 academic year, please contact Professional and Part-time Learning at 905-721-3052 or ppl@durhamcollege.ca to obtain the Program of Study that applies to your particular start date.
- You will have a maximum of 15 semesters (5 years) from the start date of your first course to complete this certificate.
- Upon successfully completing the courses below and any additional program specific requirements, you may apply to graduate by visiting the [Professional and Part-time Learning Convocation webpage](#).
- Not all courses are available every semester. Please visit the [Program webpage](#) to view current course availability.
- Tip: Monitor your progress by entering your marks and completion dates in the column provided below.

Required Courses (suggested sequence of study)

Course Name	Course Codes		Pre-requisite(s)*	Day School Equivalent	Completion Date & Mark
Building and Maintaining Customer Relationships	Online	CCSC 1280	N/A	N/A	
Creating a Corporate Service Culture	Online	CCSC 1281	N/A	N/A	
Developing Client Service Teams	Online	CCSC 1282	N/A	N/A	
Strategies for Fostering Client Loyalty	Online	CCSC 1283	N/A	N/A	

Plus two of the following courses (choose 2)

Management Leadership Skills	Online	CCA 1585	N/A	N/A	
Management Principles	Online	MGMT 1280	N/A	N/A	
Organizational Behaviour	Online	HRM 3281	N/A	HURM 1201	

***Courses without a pre-requisite(s) can be taken at anytime during your Program of Study**