



CONTINUING EDUCATION
Certificate in Interdisciplinary Studies:
Customer Contact Centre Management (CIS: MCCA)

LEARNING CONTRACT

PLEASE PRINT

Student's Name (Mr/Mrs/Ms): _____
Surname First Name

Address: _____

City/Prov: _____ Postal Code: _____

Telephone: (Home) _____ (Work) _____ (Cell) _____

Employer: _____ Job title: _____

Fax: _____ E-mail address: _____

The objective in taking this program is to enhance your skills as a team leader and/or supervisor within the customer contact industry. By selecting courses that relate to supervision, general management and effective contact center management, you will become a more effective employee and provide opportunities for future development within the industry.

The core courses that have been selected were based on an industry survey administered to senior managers within the customer contact industry in order to determine the training and development needs of team leaders. This feedback was reviewed by the Advisory Committee, which selected the specific core courses and the suggested electives.

I selected the electives included on my program schedule because (check all that apply):

- They match most closely to the requirements of my job.
- My supervisor recommends that I take these courses.
- They are topics of interest for me.
- Other (please explain): _____

Complete your proposed program schedule on page 2 and sign and date where indicated on page 3.

Notice Regarding Collection, Use, and Disclosure of Personal Information by the University

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Certificate in Interdisciplinary Studies: Customer Contact Centre Management Proposed Program Schedule

Complete the **Proposed Schedule** (column four) for **all courses** you will take to complete your program requirements. Check the U of M (www.umanitoba.ca/extended/coned) and MCCA (www.mcca.mb.ca) websites for detailed course information and schedules.

Course Title	Course Number	Contact Hours	My Proposed Schedule (Term and Year)	Delivery Format	List any Pre-requisites
U of M Required Courses: Supervisory Management I Supervisory Management II	97978 97979	36 36		U of M On-campus U of M On-campus	Supervisory Management I
U of M Elective Courses – Select one of: <input type="checkbox"/> Managing the Human Resource Function <input type="checkbox"/> Canadian Business: An Introduction <input type="checkbox"/> Managerial Communication	24011 23011 24027	36 39 39		U of M <input type="checkbox"/> On-Campus <input type="checkbox"/> Distance <input type="checkbox"/> On-Campus <input type="checkbox"/> Online <input type="checkbox"/> On-Campus <input type="checkbox"/> Online	
MCCA Required Courses Call Centre Operations Customer Relationship Management		36 36		MCCA MCCA	
MCCA Elective Courses – Select a minimum of 36 hours from the following: <input type="checkbox"/> The Canadian Customer Contact Centre Landscape <input type="checkbox"/> Contact Centre Management <input type="checkbox"/> Customer Contact Centre Technology <input type="checkbox"/> Managing a Sales Environment <input type="checkbox"/> Financial Management <input type="checkbox"/> Facilitating Successful Meetings		36 36 36 24 36 12		MCCA MCCA MCCA MCCA MCCA MCCA	

**Certificate in Interdisciplinary Studies: Customer Contact Centre Management
Proposed Program Schedule**

Contact hours for the certificate program must total at least 216. Please discuss your draft program plan with the Program Administrator or the MCCA before submitting it.

Student's Signature

Date

APPROVED:

University of Manitoba

Date

Manitoba Customer Contact Association

Date