



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

LEARNING CONTRACT

PLEASE PRINT

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

Address:

City/Prov: Postal Code:

Telephone: (Home) (Work) (Cell)

Fax: E-mail address:

Explain what you hope to accomplish by taking your proposed program:

The objective in taking this program is to enhance my 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, I hope to become a more effective employee and provide opportunities for future development within the industry.

Explain your reasons for selecting each of the courses you've included in your proposed program (use extra pages if necessary):

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 have selected the electives because (check all that apply):

- It matches most closely to the requirements of my job.
My supervisor recommends that I take these courses.
It is a topic of interest for me.
Other (please explain):

Please complete your proposed program design (next page).

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

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**Proposed Program Design**

List **courses** you will take to complete your program requirements and the proposed schedule for completion:

Course Title	Course Number	Contact Hours	Proposed Schedule (Term and Year)	Format (Distance or on-campus)	List any Pre-requisites
<b>U of M Required Courses:</b> Supervisory Management I Supervisory Management II	97978 97979	36 36		U of M On-campus U of M On-campus	Supervisory Management I
<b>U of M Elective Courses – Select one of:</b> <input type="checkbox"/> Managing the Human Resource Function <input type="checkbox"/> Canadian Business: An Introduction <input type="checkbox"/> Managerial Communication	24011 23011 24027	36 36 36		U of M <input type="checkbox"/> On-Campus <input type="checkbox"/> Distance <input type="checkbox"/> On-Campus <input type="checkbox"/> Distance On-Campus	
<b>MCCA Required Courses</b> Operations Customer Relationship Management				MCCA MCCA	
<b>MCCA Elective Courses – Select a minimum of 36 hours from the following:</b> <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 TBA		MCCA MCCA MCCA MCCA MCCA or U of M MCCA	

**General Notes:**

Contact hours for the certificate program must total at least 200. Please discuss your draft program plan with the Program Administrator or the MCCA prior to submitting it.

**APPROVED:**

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
University of Manitoba

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manitoba Customer Contact Association

\_\_\_\_\_  
Date