



Continuing Education

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

University of Manitoba Extended Education and the Manitoba Customer Contact Association have designed a program specifically for the contact centre industry. The MCCA program is designed for managers, supervisors; team leads, trainers, customer service representatives, and quality assurance managers who wish to advance in their career, or pursue a career change in the industry.

The Certificate in Interdisciplinary Studies: Customer Contact Centre Management will prepare students to work as supervisors and entry-level managers in Canada's rapidly developing contact centre industry, which employs more than 11,000 people in Manitoba. For those who have an interest in operations and people management, this program can lead to a successful career.

This program provides:

- Opportunities for personal and professional development
- Recognition of career interests by employees
- Networking opportunities in the contact centre industry
- Opportunities to learn with flexible scheduling in the classroom or by distance delivery

## Program Requirements

Students must complete 100 course hours from the University of Manitoba and 100 course hours from the Manitoba Customer Contact Association. U of M required courses must be completed in the order listed.

### University of Manitoba Requirement

#### Required Courses

- Supervisory Management I (36 hours)
- Supervisory Management II (36 hours)

Plus one of the following:

- Canadian Business: An Introduction (36 hours)
- Managerial Communication (36 hours)
- Managing the Human Resource Function (36 hours)

### Manitoba Customer Contact Association Requirement

#### Required Courses

- Customer Relationship Management (36 hours)
- Operations (36 hours)

Plus one or two elective courses for a total of 36 hours from the following:

- Contact Centre Management (36 hours)
- Customer Contact Centre Technology (36 hours)
- Facilitating Successful Meetings (12 hours)
- Financial Management (36 hours)
- Managing a Sales Environment (24 hours)
- The Canadian Customer Contact Centre Landscape (36 hours)

Plan Ahead Schedule	Fall 09	Win 10	Spr 10
<b>U of M</b>			
Supervisory Management I	•		
Supervisory Management II		•	
Canadian Business: An Introduction	•	•	
Managerial Communication		•	
Managing the Human Resource Function*	•	•	•
*also available by distance delivery			
<b>MCCA</b>			
Customer Relationship Management		•	
Operations	•		
Contact Centre Management			•
Customer Contact Centre Technology			•
Facilitating Successful Meetings (TBA)			
Financial Management			•
Managing a Sales Environment (TBA)			
The Canadian Customer Contact Centre Landscape (TBA)			

Schedule subject to change.

## How to Apply

Participants are required to complete the U of M *Application to Enter Certificate Program* and an *Application Package* (Program Guidelines, Learning Contract, and Proposed Program Design) prior to registering for the first course.

Go to the U of M website and click on “Programs” and select “CIS:MCCA”. Scroll down to the “How to Apply” section and complete as directed. If you do not have internet access, contact the U of M Program Administrator for copies of the required forms.

The U of M Program Administrator will contact you when your application package is received and will review registration options with you. Registration information for MCCA courses is available on the MCCA website.

## Fees

The cost of textbooks and course material is not included in the tuition fee and is the responsibility of the student.

### University of Manitoba

Tuition fees are listed in the Continuing Education Guide. Call 474-8016 (toll-free 1-888-216-7011 ext. 8016) for a copy or visit our website at [umanitoba.ca/extended/coned](http://umanitoba.ca/extended/coned) for complete course information and fee payment options.

### Manitoba Customer Contact Centre

Tuition fees for MCCA courses are \$425 for each course. MCCA members are eligible for a member discount. Contact the MCCA office for textbook and registration information.

## For More Information

### University of Manitoba

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### MCCA

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Manitoba Customer Contact Association  
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*Check the U of M and MCCA websites for complete program information, course schedules and descriptions.*

*For U of M course information, administrative policies and forms, go to:*  
***[umanitoba.ca/extended/coned](http://umanitoba.ca/extended/coned)***

*or call us at 474-8016,  
toll-free 1-888-216-7011 ext. 8016  
for a copy of the 2007/2008  
Continuing Education Guide*

*For MCCA course information, go to:*  
***[www.mcca.mb.ca](http://www.mcca.mb.ca)***