

Certificate in Applied Management for MCCA

Customized professional development to advance your career. The Certificate in Applied Management (CAM) was designed to provide individuals in various work environments with the opportunity to combine management studies with applications relevant to their own careers.

Manitoba Customer Contact Association (MCCA)
Customized professional development

PROGRAM DESCRIPTION: The objectives of the program are to:

- provide an introduction to contemporary business management in the Canadian context
- provide advanced introductions to principles of team leadership and communications within a business context
- provide professional development in additional general, specialized, and/or industry-specific topics in business and management, according to participant and partner needs

SKILLS AND COMPETENCIES: Improve your management, team leadership, communications and industry skills with the program's core courses. Then focus on an elective course.

PROGRAM LENGTH: 1 to 6 years, part-time

DELIVERY: Online

FEES: $2,803.[50] for required courses, plus $100 non-refundable application fee and up to $934.[50] per elective.

Pricing subject to change without notice

CREDENTIALS: Earn a University of Manitoba Certificate in Applied Management.

CREDIT RECOGNITION: This Certificate may count towards 15 credit hours in the Bachelor of Arts: Integrated Studies degree, depending on the elective courses completed in the CAM. Individual courses within the CAM can be recognized for credit towards one or more additional Extended Education program(s).

Extended Education | University of Manitoba

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Program Overview

Length of program:

108 contact hours plus elective courses.

Required courses

MGMT 0100 Canadian Business: An Introduction (36 contact hours)

LDRS 0540 The Art and Practice of Team Leadership (36 contact hours)

MGMT 0520 Excellence in Communication (36 contact hours)

Elective courses

Complete two of the four Manitoba Customer Contact Association (MCCA) courses.

Manitoba Customer Contact Association (MCCA) courses

UM Extended Education recognizes completion of two of the four MCCA courses as unallocated elective credit in our Certificate in Applied Management.

This may reduce the amount of credit transferable to degree programs through current or future laddering agreements between Extended Education and other UM faculties.

Customer Relationship Management
Skills for Managing Customer Service
Leadership Skills for Customer Service Management
Seven Sacred Teachings as Guiding Principles in Leadership

Course information is subject to change without notice.
For the latest information, check our website.

UMExtended.ca

University of Manitoba

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This document is available in alternate formats upon request to extedmktg@umanitoba.ca 02/NOV/2026