BELLEVUE COLLEGE

# Technical Assistant

## Certificate of Accomplishment

| STUDENT NAME | | SID # | |
|---|---|---|---|
| PROGRAM CHAIR | | DATE | |

| PROGRAM REQUIREMENTS | | | Requested Substitution/Transfer Credits (if applicable) | | | | | |
|---|---|---|---|---|---|---|---|---|
| Course | Course Title | CR | College/University | Course | CR | Grade | Quarter | Year |
| **CORE COURSEWORK** | | | | | | | | |
| BTS 161 | Business Software Essentials | 5 | | | | | | |
| TECH 215 | PC Analysis & Configuration I | 5 | | | | | | |
| TECH 217 | PC Analysis & Configuration II | 5 | | | | | | |
| **CHOOSE ONE TRACK FROM THE FOLLOWING:** | | | | | | | | |
| **REQUIRED COURSE FOR BC PROGRAM STUDENTS** | | | | | | | | |
| IT 103 | Networking Basics | 5 | | | | | | |
| TECH 293 | Technical Support Internship I | 5 | | | | | | |
| **REQUIRED COURSE FOR YEAR UP STUDENTS** | | | | | | | | |
| TECH 293 | Technical Support Internship I | 6 | | | | | | |
| TECH 294 | Technical Support Internship II | 4 | | | | | | |
| **TOTAL** | | **25** | | | | | | |

The Technical Assistant Certificate of Accomplishment is designed for entry level positions where individuals may work in a retail area where they need to understand the technology of the products being sold, answer phones with a script to assist customers in forwarding calls and documenting (ticketing) their requests or a depot technician.

### LEARNING OUTCOMES

**Certificate recipients should possess the following skills and abilities:**

- Design, create and format a variety of business documents, including business letters, newsletters, business correspondence, business plans, flyers, spreadsheets, presentations, budgets, charts, and database reports and tracking
- Calculate and measure system efficiencies and examine computer performance benchmarks.
- Demonstrate appropriate interpersonal abilities (such as leadership, integrity, diplomacy, respect for cultural diversity, flexibility, perseverance, resourcefulness, etc.)

### FOR MOST UP-TO-DATE INFORMATION, GO TO:

***www.bellevuecollege.edu/programs/degrees/proftech/nscom/***

### NOTES