

<b>STUDENT NAME</b>		<b>SID #</b>	
<b>PROGRAM CHAIR</b>		<b>DATE</b>	

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

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 skills & abilities described below:

- 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](http://www.bellevuecollege.edu/programs/degrees/proftech/nscom)

### NOTES