BELLEVUE COLLEGE

Technical Assistant

Certificate of Accomplishment

STUDENT NAME		SID #	
PROGRAM CHAIR		DATE	

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

GAINFUL EMPLOYMENT DISCLOSURE

For details about our graduation rates, the median debt of students who completed the program, and other important information, please visit *www.bellevuecollege.edu/legal/publicdisclosure*

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