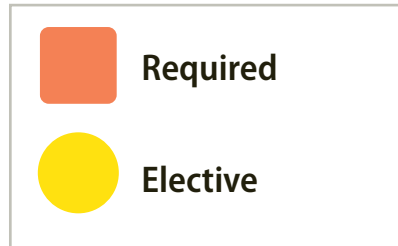
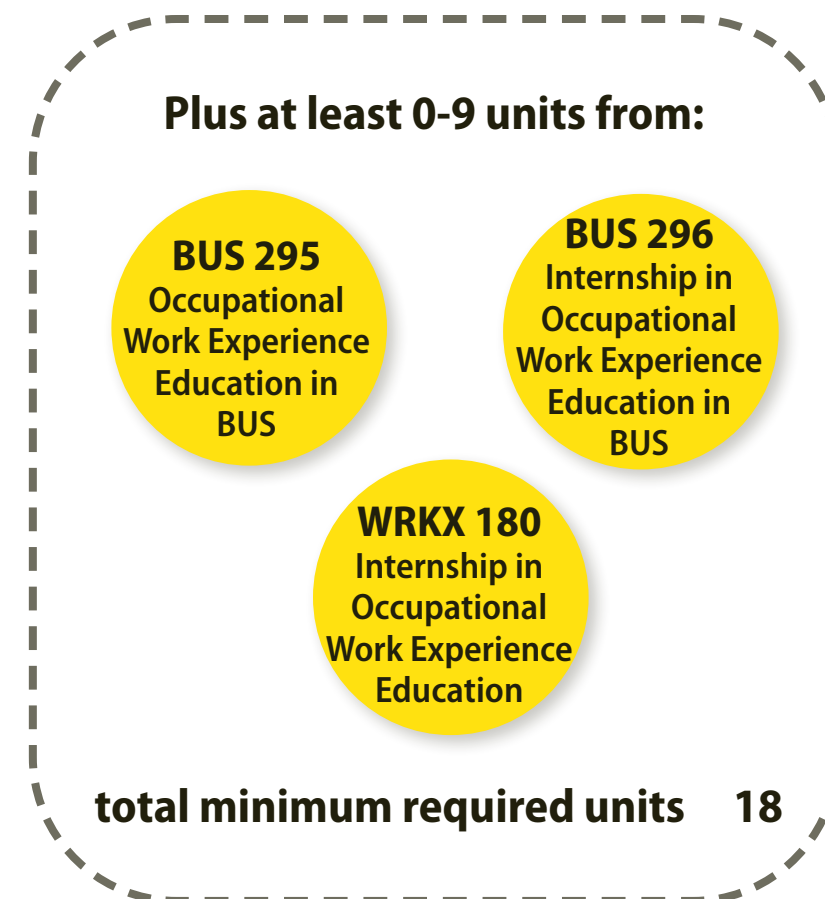
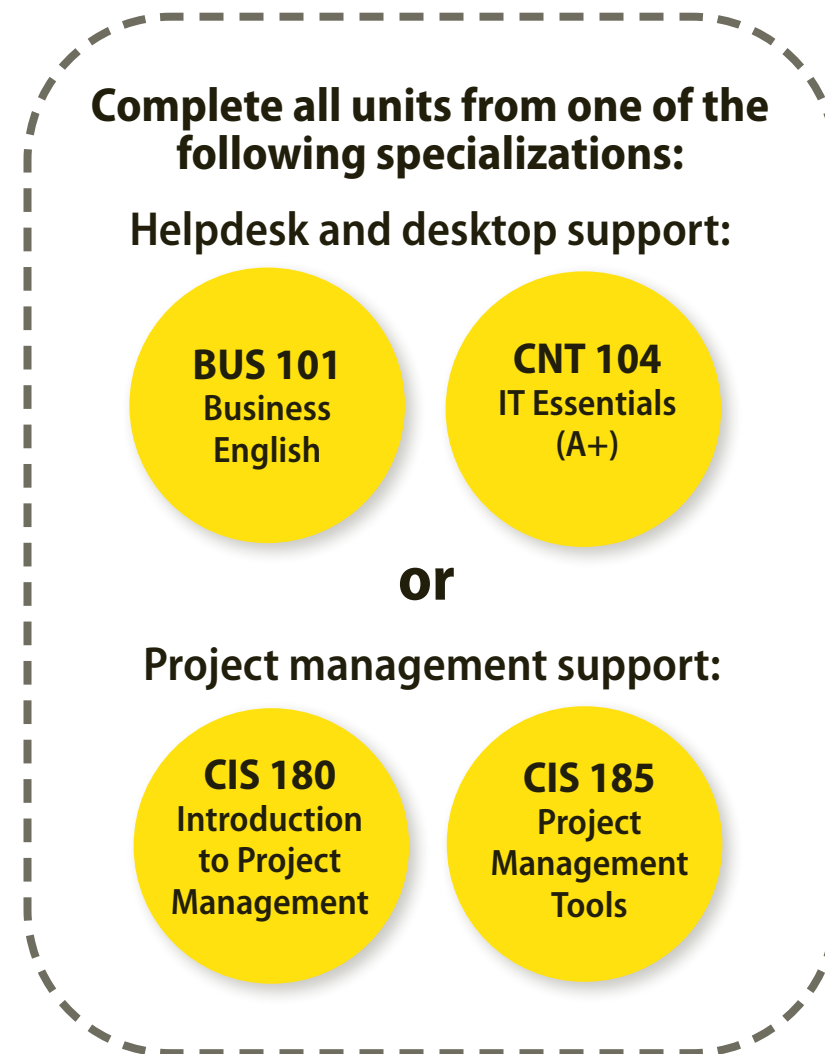
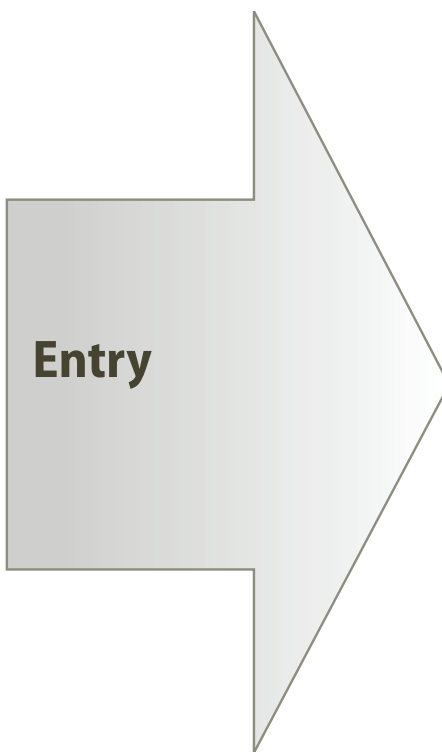


Professional and Technical Workplace Skills Certificate of Achievement



PROGRAM LEARNING OUTCOMES

Students completing this program will be able to

Program learning outcomes:

- A. communicate clearly in writing.
- B. communicate clearly in meetings and oral presentations.
- C. perform essential functions in Microsoft Excel.
- D. navigate Microsoft Office suite applications proficiently (Outlook, PowerPoint, Word).
- E. demonstrate professionalism in daily interactions.
- F. deliver and receive feedback in a professional manner.
- G. work collaboratively with colleagues and clients.

Program learning outcomes for the technical workplace skills:

Helpdesk and desktop support

- A. identify, assemble, and disassemble the major components of a personal computer.
- B. describe the basics of networking and security forensics.
- C. diagnose and troubleshoot common hardware, software, and networking issues.
- D. identify the basics of virtualization, desktop imaging, and deployment.
- E. create basic business documents including letters, memos, and email messages.

Program learning outcomes for the technical workplace skills:

Project management support

- A. utilize project management concepts, terminology, and processes.
- B. use project management software to manage multi-faceted projects.
- C. define a project plan and develop diagrams and charts to illustrate enterprise structure, workflow, and scheduling.
- D. demonstrate basic graphical user interface operations in a computer environment.
- E. produce spreadsheets, documents, and presentations by using basic to advanced software operations.

Careers in

- Helpdesk and desktop support
- Project management support
- Technology support