



**Help Desk Specialist Certificate
Program Course Requirements
2011-2012**
revised 3/4/11

Student Name _____ **Student ID#** _____

This program is an advanced internship designed as an add-on to the Computer Support Specialist Diploma. Students must complete at least 540 hours of internship in a work environment comprised of software support, PC repair, training, and general networking support.

| Course # | Course Title | Credits | Lecture Hrs | Lab Hrs |
|-------------------------|-------------------------|-----------|-------------|---------|
| REQUIRED COURSES | | | | |
| — COMP 2214* | Help Desk Internship I | 5 | 0 | 15 |
| — COMP 2216* | Help Desk Internship II | 5 | 0 | 15 |
| | Total | 10 | | |

GRADUATION REQUIREMENT **10**

*Denotes Prerequisites

In order to receive a degree, diploma, or certificate from Central Lakes College, students must complete one-third of their credits at Central Lakes College. For programs exceeding 60 credits, a maximum of 20 semester credits must be completed at Central Lakes College.

CLC is committed to a policy of nondiscrimination in employment and education opportunity. No person shall be discriminated against in the terms and conditions of employment, personnel practices, or access to and participation in, programs, services, and activities with regard to race, sex, color, creed, religion, age, national origin, disability, marital status, status with regard to public assistance, sexual orientation, or membership or activity in a local commission as defined by law. This information is available in alternative format upon a 48-hour advance request by contacting Disability Services at 800-933-0346, ext. 8175. Minnesota Relay Service: 800-627-3529 or 612-297-5353.
3/10

Evaluator _____ **Date** _____