



# Workforce Investment Act Eligible Training Program

Provider Name: TCP Learning

Contract #: 4050-31

Address: 1 Thurber Blvd. Suite C  
Smithfield, RI 10917

Address if program is held at a another site:  
649 Putnam Pike  
Smithfield, RI 10917

Program Name: Help Desk Professional Level 2

Office use only: ONET CODE 43-1011

### CONTACT INFORMATION

Program Contact Person:  
Barbara Jackson

Phone: 401-232-9060 ext 14

Fax: 401-232-0524

Email: [Barbara@TCPLearning.com](mailto:Barbara@TCPLearning.com)

Website: [v.KnowledgeAbleSolutions](http://v.KnowledgeAbleSolutions)

### Course Outline/Topics to be Covered

Help Desk Level 2 is designed for the professional who wants to serve as the communication link between the team and the team's manager and as the first point of internal escalation for the customer. This seven module course covers the fundamentals of customer service excellence and process improvement and provides participants with the credentials necessary for successful placement and on the job performance. Successful participants will receive the IC3 from certification from CertaPort and the Customer Service Team Leader certification from Help Desk Institute; a Classic DiSC profile; a certificate of completion from TCP Learning. Participants may use the TCP Learning space for up to 60 hours in addition to classroom training and will receive nine months of access to the exclusive on-line Career Center.

#### Help Desk Professional Level 2 covers:

1. Computer Skills for the Office
2. HDI Customer Service Team Lead
3. Essential High Performance Skills
4. Skills for Advanced Performance
5. Personal Marketing
6. Employability Know-How
7. On-Line Career Network Skills and Career Network a

### Required academic grade levels to enter program

Reading Grade Level 8

Math Grade Level N/A

English Proficiency Business Level

### Required to enter training program

- Physical  Yes  No
- Vaccinations  Yes  No
- Drug test  Yes  No
- BCI  Yes  No
- License  Yes  No
- Tools  Yes  No
- Experience  Yes  No

Other : Basic understanding of the modern office environment and business concepts.

### MAY be required for employment

- Physical  Yes  No
- Vaccinations  Yes  No
- Drug test  Yes  No
- BCI  Yes  No
- Certification  Yes  No
- License  Yes  No
- Tools  Yes  No
- Experience  Yes  No
- Other :

### Participants will be qualified to seek employment in the following occupations:

- 1) Supervisor - Help Desk
- 2) Desk Top Support
- 3) Computer Operator
- 4) \_\_\_\_\_

### Is this program Pell grant eligible?

Yes  No

### PROGRAM COSTS:

#### TUITION INCLUDES:

Tuition	\$3,650.00
Fees	_____
Books	_____
Licensing	_____
Certificate fees	\$265.00
Other, provide explanation	_____
<b>Total Tuition Cost</b>	<b>\$3,915.00</b>

#### These are expenses that MAY be reimbursed after successful completion of training.

Please indicate Yes, No or enter the amount

	YES	NO	AMOUNT
Books	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Licensing	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Tools	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Uniforms	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Travel	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
Miscellaneous	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		_____
<b>Total</b>			<b>\$0.00</b>

#### Participant is responsible for :

Prerequisites	_____
Memberships	_____
_____	_____
_____	_____
<b>Cost above tuition cap</b>	<b>\$0.00</b>
<b>Expenses that <u>MAY</u> be reimbursed</b>	<b>\$0.00</b>
<b>Total</b>	<b>\$0.00</b>

### Maximum ITA Responsibility (Max. \$5500)

**\$3,915.00**

### PROGRAM LENGTH

Weeks and Hours and

### Additional Information

Total class time is 63 hours. Computers in our Learning Space may be used for up to an additional 60 hours. On-line Career Center membership extends for 9 months.

### What type of certificate will be awarded and by whom?

IC3 from CertaPort; HDI CSRTeam Lead Certification