

Help Desk Professional Level 2

Prepare for **Success** In **Today's** Work Place
at TCP Learning

Find the skills you need to land a
Good Job with a Solid Future!

Be a Team Leader or Supervisor



Help Desk Professional Level 2 is designed for the Help Desk/Call Center professional who needs to develop management and leadership skills to move up to team lead or serve as the first point of internal escalation.

Help Desk Professional Level 2 is designed to make you more employable in 45 days by providing demonstrable skills and a positive, winning attitude that employers want.

Help Desk Professional Level 2 covers key areas necessary for **job placement and successful performance:**

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 access

Successful participants will receive these nationally recognized certifications:

- the IC3 from CertaPort
- HDI Customer Service Team Lead



Help Desk Professional Level 2 spends a full **five days working on employability skills and personal marketing.**

And we have an **on-line career center** where employers view a "speed interview" video and other credentials.

PLUS...PLUS...PLUS:

All class at TCP Learning include up to 60 hours of free use of our Learning Space, computer equipment, and internet access.

**Call TCP Learning today - classes begin on the first Wednesday every month
(401)232-9060 ext 14 or e-mail Classes@TCPLearning.com
or visit our Learning Website at www.KnowledgeAbleSolutions.com**

Comparison of TCP Course Offerings - 2011-2012

Modules	Career Re-Set	NFP Career Re-Set	Excelling in Retail Sales	Direct Sales Success	Help Desk 1	Help Desk 2	IT Manager
Mouse	○	○	○				
Computing Fund; Key Apps, On Line	○	○	○	○	○	○	○
IC3 Certification	○	○	○	○	○	○	○
Red Cross CPR/AED Class & Cert			○				
NRF Cust Serv Ess. Class & Cert			○	○			
NRF Selling Essentials Class & Cert			○	○			
Intro to Selling and Service			○				
Loss Prevention Training Suite			○				
Intro to Credit Card Security			○				
Basic and Adv. Compet. Sales inc STI Cert				○			
HDI Cust. Serv. Rep Class & Cert					○		
HDI - Team Leader Class and Cert						○	
Becoming an IT Manager GK Cert							○
A+ Blended Class and CompTIA Cert					○		
Essential High Performance Skills	○	○	○	○	○	○	○
DISC - Classic Profile	○	○	○	○	○	○	○
Skills for Advanced Performance	○	○	○	○	○	○	○
Personal Marketing	○	○	○	○	○	○	○
Employability Know-How	○	○	○	○	○	○	○
On-Line Career Network Skills	○	○	○	○	○	○	○
9 months access to Career Network	○	○	○	○	○	○	○
10 days Access to Study Space	○	○	○	○	○	○	○
Cost including 10 days of study space	\$3,650	\$3,650	\$4,395	\$4,395	\$5,500	\$3,915	\$5,095

○ indicates national certificates earned
○ indicates TCP Learning certificates earned

For more information
Call (401)232-9060 ext 14 E-mail Classes@TCPLearning.com

Visit our website
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Help Desk Professional Level 2 TCP Learning Calendar for 2011-12

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1		Team Lead HDI review (9 - 2)	Computer Skills for the Office Kick-off (9 - 12) ----- (+30 days) Computer Skills Wrap-up (1 - 4)	Introduction to the TCP Career Network (1 - 2) ----- Using the TCP Career Network (2 - 4)	Self Study Team Leader and Computer Skills
Week 2	Self Study Team Leader and Computer Skills	Self Study Team Leader and Computer Skills	Self Study Team Leader and Computer Skills	Self Study Team Leader and Computer Skills	Self Study Team Leader and Computer Skills
Week 3	Essential High Performance Skills Day 1 of 2 (9 - 4)	Essential High Performance Skills Day 2 of 2 (9 - 4)	Personal Marketing Day 1 of 1 (9 - 4)	Introduction to the TCP Career Network (1 - 2) ----- Using the TCP Career Network (2 - 4)	Self Study Team Leader and Computer Skills
Week 4	Self Study Team Leader and Computer Skills	Employability Know-How Day 1 of 3 (9 - 4)	Employability Know-How Day 2 of 3 (9 - 4)	Employability Know-How Day 3 of 3 (9 - 4)	Self Study Team Leader and Computer Skills

Classes begin on first Wednesday and continue as shown. July 6; August 3; September 7; October 5; November 2; December 7; January 4; February 1; March 7; April 4; May 2; June 6