

Technical Support Analysis - Durham College Certificate

Program of Study 2019/2020

- Students starting in the 2019/2020 academic year (September - August) must follow the Program of Study shown below.
- If you began your studies **prior to the 2019/2020 academic year**, please contact the Centre for Professional and Part-time Learning at 905-721-3052 or ppl@durhamcollege.ca to obtain the Program of Study that applies to your particular start date.
- You will have 15 semesters (5 years) from the start date of your first course to complete this certificate.
- Upon successfully completing the courses below and any additional program specific requirements, you may apply to graduate by visiting the [Centre for Professional and Part-time Learning Convocation webpage](#).
- Not all courses are available every semester. Please visit the [Program webpage](#) to view current course availability.
- Tip: Monitor your progress by entering your marks and completion dates in the column provided below.

Required Courses (suggested sequence of study)

| Course Name | Course Codes | Pre-Requisite(s)* | Day School Equivalent | Completion Date & Mark |
|--|--------------|------------------------|------------------------|--|
| A+ Essentials - Hardware | Online | COMP 1884 | N/A | N/A |
| | In Class | N/A | | |
| Network + | Online | NETW 1182 | N/A | N/A |
| | In Class | N/A | | |
| PowerPoint | Online | WIND 1281 | N/A | COMP 2334 |
| | In Class | N/A | | |
| Project Management Introduction | Online | PROJ 1280 | N/A | PROJ 6101 or PROJ 3201 or PROJ 4202 |
| | In Class | N/A | | |
| Security+ Certification Preparation | Online | COMP 1285 | N/A | N/A |
| | In Class | N/A | | |
| Training for Technical Support Analysts | Online | SERV 1980 | N/A | N/A |
| | In Class | N/A | | |
| Business Computer Applications I | Online | COMP 1289 | N/A | COMP 1209 |
| | In Class | COMP 1259 | | |
| Excel Introduction OR Excel Advanced | Online | SPRD 2281 SPRD 2282 | SPRD 2281 OR SPRD 2251 | COMP 1329 and COMP 2209 OR COMP 2204 and COMP 2206 |
| | In Class | SPRD 2251 SPRD 3252 | | |
| Technical Communications | Online | COMM 2186 | N/A | COMM 2136 or COMM 1417 |
| | In Class | N/A | | |
| Word Introduction OR Word Advanced | Online | WIND 2285 WIND 2286 | WIND 2285 | COMP 1101 |
| | In Class | N/A | | |
| A+ Essentials - Operating Systems | Online | COMP 1885 | COMP 1884 | N/A |
| | In Class | N/A | | |

*Courses without a pre-requisite(s) can be taken at anytime during your Program of Study