LEADERSHIP + GOOGLE IT SUPPORT CERTIFICATE

(Currently Not Accepting Enrollments)

Description and Outcomes

(Effective March 22, 2023, this program will no longer be accepting enrollments or reentries. Students interested in a similar program may consider the Professional Focus + Google IT Support Certificate (https://catalog.purdueglobal.edu/undergraduate/business-information-technology/professional-focus-google-it-support-certificate/) with the leadership micro-credential.)

Developed in partnership with Google, the Leadership + Google IT Support Certificate is a unique opportunity for you to earn the Google IT Support Career Certificate with the advantage of Purdue Global faculty and support and earn the leadership micro-credential (https://catalog.purdueglobal.edu/bulletin/leadership/). This program will prepare you to begin or pivot your career into the field of IT support with skills and awareness of how strategic and professional communications contribute to becoming a strong leader.

In this program you will gain skills like troubleshooting and customer care, networking, operating systems, system administration, and security, and gain an understanding of leading change, decision-making, and negotiation, allowing you to promote yourself as an effective leader in a continually changing global workplace.

This unique combination of learning is designed to be greater than the sum of its parts by preparing you to both gain a position and to thrive in your field of study.

Qualified credits earned in fulfillment of this certificate program may be transferable to certain Purdue Global degree programs.

Program Length

The Leadership + Google IT Support Certificate consists of a minimum of 44 quarter credit hours. Upon successful completion of the program, you will be awarded a certificate.

Program Outcomes

1. Leadership: Describe the importance of how leadership impacts people and systems in a global environment.
2. Organizational: Discuss theories and concepts of organizational behavior and ethical communication processes.
3. Change: Use effective leadership behavior to manage change in real-world settings.
4. Technical Support: Learn to perform day-to-day IT support tasks including computer assembly, wireless networking, program installation, and customer service.
5. Customer Support: Learn how to provide end-to-end customer support, ranging from identifying problems to troubleshooting and debugging.

General Education Literacies and Professional Competencies

In addition to the discipline-specific outcomes, general education literacies and professional competencies are integrated throughout your academic program. You can review the general education literacies and professional competencies associated with your academic program in the General Education and Professional Competency Requirements (https://catalog.purdueglobal.edu/undergraduate/general-education-professional-competency-requirements/) section of this Catalog.

Program Availability

For program availability, please refer to the U.S. State and Other Approvals (https://catalog.purdueglobal.edu/policy-information/university-information/accreditation-approvals-memberships/) section and Program Availability Information (https://www.purdueglobal.edu/catalog-program-availability-info.pdf).

Policies

Admissions Requirements

If you have completed the Google IT Support Career Certificate and provide evidence of such to the Office of the Registrar prior to the first day of your first term, you will receive credit for IN220 Help Desk Support I, IN221 Help Desk Support II, and IN222 Help Desk Support III.

If you have not fully completed the Google IT Support Career Certificate, you will take IN220 Help Desk Support I, IN221 Help Desk Support II, and IN222 Help Desk Support III as part of your program. By enrolling in this program to take these courses, you consent to allow Purdue Global to share such information about you as will permit Google to consider and award this certificate.

Progression Requirements

Purdue Global will notify Google once you successfully complete the IN220 Help Desk Support I, IN221 Help Desk Support II, and IN222 Help Desk Support III course series, whereupon Google will consider the award of their Google IT Support Career Certificate. The Google IT Support Career Certificate, if awarded, will be issued directly by Google.

Certification, State Board, and National Board Exams

Certain state certification and licensure boards have specific educational requirements for programs to lead to a license or certification that is a precondition for employment in a recognized occupation. Prospective and current students must review Purdue Global’s State Licensure and Certifications (https://www.purdueglobal.edu/about/accreditation/licensure-state-authorizations/) site to view program and state-specific licensure information.

Unless otherwise specified, Purdue Global’s programs are not designed to meet any specific state’s licensure or certification requirements. Licensure-track programs may limit enrollment to students in certain states; please see Purdue Global’s Program Availability Information (https://www.purdueglobal.edu/catalog-program-availability-info.pdf) to determine enrollment eligibility.

You are responsible for understanding the requirements of optional certification exams. Such requirements may change during the course of your program. You are not automatically certified in any way upon program completion. Although certain programs are designed to prepare you to take various optional certification exams, Purdue Global cannot guarantee you will be eligible to take these exams or become certified. Your eligibility may depend on your work experience, completion of education and/or degree requirements, not having a criminal record, and meeting other certification requirements.
Degree Plan

The icon appears in the title of traditional courses that are also available as a set of module courses. Module course availability may be limited to certain academic calendars. See Course Types (https://catalog.purdueglobal.edu/policy-information/university-information/approach-to-learning/) for information about module courses.

Program Requirements

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<tr>
<th>Code</th>
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<tr>
<td>MT340</td>
<td>Conflict Management and Team Dynamics</td>
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TOTAL CREDITS 44