HELP DESK TECHNICIAN PROGRESS FORM

INSTRUCTIONS:
Insert a checkmark on the pertinent column to identify the apprentice's progress. The employer completes the **On-the-Job Training section** and Miami Dade College (MDC) completes the **Related Technical Instruction** section. It is the responsibility of the apprentice to ensure the parties complete the progress form on a quarterly basis.

On-the-Job Training Description	Satisfied	Needs Improvement	Retrain
Takes user calls and manages trouble tickets Level I			
Troubleshoots problems Level I			
Provides customer service support and training Level I			
Takes user calls and manages trouble tickets Level II			
Troubleshoots problems Level II			
Provides customer service support and training Level II			
Takes user calls and manages trouble tickets Level III			
Total number of hours completed to date	**Total:**		
Total number of absences	**Total:**		

Apprentice Name: Signature: Date:

Employer Representative: Signature: Date:

MDC Representative: Signature: Date: