

IT-2100: PC TECHNICIAN

MS-6000: MICROSOFT OFFICE SERIES III

IT-2012: A+ COMPREHENSIVE



Program Code/Title: IT-2100: PC Technician

Program Hours:	192 Hrs
Duration (wks):	12 weeks (3 month program)
Program Cost:	\$3100

Core Courses:

- *MS-6000: Microsoft Office Series III* **96 Hours**
- *IT-2012: A+ Comprehensive* **96 Hours**

Program Description:

The **PC Technician** program provides comprehensive training for students who wish to prepare for the two exams that make up the A+ Certification: **CompTIA A+ Essentials** and **CompTIA A+ Practical Application**. Students will gain the skills and knowledge necessary to perform the following tasks on personal computer hardware and operating systems: installation, PC building, system upgrades, repair, system configuration, troubleshooting, problem diagnosis, and preventative maintenance. Upon completion of this program, students will be prepared for international, vendor-neutral certification in a growing and in-demand field.

A+ Comprehensive is a complete and thorough review of all A+ learning objectives. In this module, students receive a blended learning approach that combines A+ Essentials and A+ Practical Application into one singular course, providing a deeper understanding of subject matter. Students will be provided hands-on virtual lab experience to reinforce fundamentals as well as to provide practical application of learned skills.

Students also receive application training through a full suite of Microsoft Office courses.

The program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the program effectively. Upon completion of the PC Technician program, students are eligible for exam preparation assistance with one of our subject matter specialists for both A+ Certification exams.

Program Includes:

MS-6000 – Microsoft Office Series III

This set of courses will provide the range of skills needed to create professional-quality documents and effectively communicate and collaborate within an office environment. The content covered includes how to create, edit and enhance documents in Microsoft Word, how to organize, calculate and analyze information in Microsoft Excel, how to exchange information and manage your activities in Microsoft Outlook, and how to create effective and robust presentations in Microsoft PowerPoint. Additional skills will include how to create and format various types of diagrams with Microsoft Visio and how to collaborate effectively with the use of Office 365 Web Apps, OneDrive, and Skype for Business.

IT-2012 – A+ Comprehensive

A+ Comprehensive is a complete and thorough review of all A+ learning objectives. In this module, students receive a blended learning approach that combines Security, Networking, Operating Systems, IT Operations, Troubleshooting, and Technical Support into one singular course. Students gain the necessary competencies of an entry-level IT professional. This course provides training focused on the fundamentals of computer technology, networking and security, as well as the communication skills and professionalism now required of all entry-level IT professionals. This course focusses on scenarios in which troubleshooting and tools must be utilized to resolve problems. Students gain critical hands-on experience through a comprehensive series of Performance Based Exam Prep Simulations. These simulations are a mixture of Operating System and Application Training Demonstrations, Interactive Graphic Windows Exercises, Interactive Command-Line Windows Exercises, and Interactive Configuration and Identification Exercises. The simulations are blended into the training, to provide reinforcement of topics, as well as to provide the critical “hands-on” learning experience necessary to gain competency.

Core Certifications:

A+ *(NOTE: to achieve A+ Certification students must pass both the A+ Essentials and the A+ Practical Application Exams)*

About the A+ Certification

A+ Certification is the computer industry recognized credential that certifies the competency of PC Service Specialists. It is sponsored by CompTIA - the Computing Technology Industry Association, and tests are administered by Prometric. This certification program is backed by over 50 Major computer hardware and software manufacturers, vendors, distributors, resellers, and publications. Certification provides a wealth of benefits to any person seeking a job in the computer industry.

Skills Measured by CompTIA A+ Certification

Key knowledge areas and skill sets measured by the **CompTIA A+ certification** exam include:

- A+ certified professionals understand the fundamentals of computer technology, networking, and IT security.
- A+ certified professionals understand operating system (OS) functionality and troubleshooting methodology.
- A+ certified professionals can identify hardware, peripheral, networking, and security components.
- A+ certified professionals can categorize various types of storage devices and backup media.
- A+ certified professionals can explain the types and features of motherboard components.
- A+ certified professionals know how to perform proper computer safety procedures and best practices.
- A+ certified professionals possess practical interpersonal communication skills to better interact with colleagues.

- A+ certified professionals can install, configure, upgrade and maintain PC workstations, the Windows OS, and SOHO networks.
- A+ certified professionals can install and configure input devices, such as mouse, keyboard, biometric devices & touch screens.
- A+ certified professionals can use a variety of troubleshooting techniques and tools to effectively resolve PC, OS, and network connectivity issues.

Description of Teaching Methodology

This program is delivered via **Remote Mentored Learning (RML)**. Students can view the video content from anywhere with a high speed internet connection, and have access to an Online Mentor, who provides ongoing support throughout the program. This program is designed to be completed within a prescribed amount of time, with responsibilities for each course thoroughly outlined in order to pace the program effectively. In addition to viewing video content, students are engaged in skill-building labs and real-world exercises designed to translate what is learned into critical skill-building and preparation for entering a new career.

This multi-sensory learning method allows the student to control their learning schedule, the content covered, and the pace of the training while receiving one-on-one support from a qualified mentor.

Equipment

MedCerts provides all required courseware, student guides, study guides and other program supplements and resources. In addition to the online video content, students will be provided access to all relevant labs and online/offline resources as necessary to complete the program.

Students must have (or have access to) a computer with high-speed internet (minimum 1.5Mbps), and a monitor with minimum screen resolution of 1024 X 768.

Careers

The PC Technician program prepares students with the skills and certification necessary to accelerate their career in Information Technology. The following careers are examples of opportunities available to graduates of the program:

- ***PC Technician***
- ***Technology Specialist***
- ***Desktop Support Specialist***
- ***Helpdesk Technician/Analyst***
- ***Technical Writer***
- ***Technical Support***