

Computer Service Technician

Diploma

Program Objective

This program prepares students to deal with the problems they may encounter when servicing Personal Computers. It provides in-depth knowledge of computer hardware. Students will have practical hands-on experience in troubleshooting computer problems and assembling a computer.

This program prepares students to pass the current exams for A+ certification.

Career Opportunities

Graduates of this program will find opportunities working as bench technicians for small to medium sized PC or electronics companies as well as large PC related manufacturing operations. They may also find positions in computer sales and service.

After some experience, they may wish to open their own computer repair service.

Duties & Responsibilities

- Provide comprehensive technical skills relating to maintenance and repair of PC hardware.
- Understanding design and application of PC software and operating systems.

Personal Attributes Required

- A strong desire or aptitude for working with technology.
- An aptitude for problem solving.
- Good English reading skills.

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instruction.

Full time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available to qualified students.

Graduation requirements:

Students must achieve a 75% program average to obtain a diploma.

Competencies upon Completion

CORE COURSES

Upon completion of the program the participant must demonstrate the following core competencies:

- **KEYBOARDING**
Introduction to Keyboarding and a minimum of 25 words per minute.
- **OPERATING SYSTEMS**
Basic level of proficiency in two operating systems, and intermediate proficiency in one Windows operating system.
- **WORDPROCESSING**
Basic level of proficiency in one word processing application.
- **SPREADSHEETS**
Basic level of proficiency in one spreadsheet application.
- **OFFICE SKILLS**
Basic level of proficiency in conventional office procedures
- **BUSINESS SKILLS**
Complete customer service and workplace success/intrapreneurship or management fundamentals.
- **PC TROUBLESHOOTING**
Complete the specified courses.
- **COMPUTER NETWORKING**
Complete the specified course in Networking.
- **JOB SEARCH & RÉSUMÉ PREPARATION**
- **OFFICE SIMULATIONS**
One set of drills as needed.
(A+ drills recommended).