Computer Service Technician

Diploma

Program Objective

This program prepares students to address 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 take the CompTIA A+ and Network+ certification exams.

Program Notes

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

Graduation requirements:
Students must achieve a 75% average to obtain a diploma.

Method of Delivery

Combination of:
- Integrated Learning™ System training facilitated by Academy of Learning College facilitators.
- Online training supported by Academy of Learning College facilitators or online instructors.

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

Duties and Responsibilities
- Provide comprehensive technical skills relating to maintenance and repair of PC hardware
- Understand design and application of PC software and operating systems

Required Skills and Personal Attributes
- A strong desire or aptitude for working with technology
- An aptitude for problem solving
- Good English reading skills

Admission Requirements

Grade 12 or equivalent.

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

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

Competencies upon Completion

Core Courses
- **Keyboarding**
  Minimum 10 words per minute (WPM)
- **Operating Systems**
  Advanced level of proficiency in a Windows operating system
- **Word Processing**
  Basic level of proficiency in Microsoft Word
- **Spreadsheets**
  Basic level of proficiency in Microsoft Excel
- **Help Desk & Call Centre Skills**
  Help Desk Analyst
- **Business Skills**
  Customer Service Essentials and Business English/Grammar
- **Job Readiness/Employability Skills**
  Job Search & On the Job Training
- **PC Troubleshooting**
  CompTIA A+ 220-901 and CompTIA A+ 220-902
- **Computer Networking**
  CompTIA Network+ and CompTIA Security+

Academy of Learning
C A R E E R   C O L L E G E