

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+, Network+, and Server+ certification exams.

Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available for those who qualify.

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

Duties and Responsibilities

- Providing comprehensive technical skills relating to the maintenance and repair of PC hardware
- Understanding the 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 or Mature Student Status.

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

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

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 25 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
- **Business Skills**
Workplace Success/Intrapreneurship, Project Management Fundamentals Level 1, Customer Service, and Grammar Essentials for Business Writing
- **Office Skills**
Internet Fundamentals, Personal Computer Fundamentals for Technical Users, and basic level of proficiency in Microsoft Outlook
- **PC Troubleshooting**
CompTIA A+ 220-901 and CompTIA A+ 220-902
- **Computer Networking**
CompTIA Network + and CompTIA Server +
- **Job Readiness/Employability Skills**
Job Search and Résumé Writing