

Simply a Better Way to Learn!



D I P L O M A

Computer Service Technician

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.

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.

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.

Part time students may set their own schedules to a minimum of two training sessions per week.

These times may be scheduled during the day, evenings, or on weekends.

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.

Program Notes

Financial assistance may be available to qualified students.

Graduation requirements:

Students must achieve a 75% passing mark per subject to obtain a diploma.

Competencies upon Completion

CORE COURSES*

- KEYBOARDING
Introduction to Keyboarding and a minimum 25 words per minute.
- OPERATING SYSTEMS
Integrating Office, a basic level of proficiency in two operating systems, and advanced proficiency in Windows 98/2000.
- WORDPROCESSING
Basic level in one application.
- SPREADSHEETS
Basic level in one application.
- OFFICE SKILLS
Complete the specified course.
- BUSINESS SKILLS
Intermediate level in one application.
- CUSTOMER SERVICE
Complete the specified course.



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- PC TROUBLESHOOTING or A+ CERTIFICATION PREPARATION
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).

ELECTIVE COURSES*

Complete two electives from:

- DATABASE MANAGEMENT
- COMPUTERIZED ACCOUNTING
- WORDPROCESSING
- SPREADSHEETS
- GRAPHICS/PRESENTATIONS

OPTIONAL

Thought Patterns for a Successful Career

** Note: See program folder for core course and electives course checklist.*



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