



Academy of Learning

C A R E E R C O L L E G E



Chinese



English

PC Support Specialist Diploma Program



CAREER OPPORTUNITIES

- IT Industry
- Educational Industry
- Finance Organization
- Healthcare Industry
- Telecommunication Company
- IT Help Desk Remote Support
- Customer Support Specialist
- Client Support Specialist
- Networking Support
- Computer System Administrator

**Government Grants, Scholarships, and Financial Aid
May be Available For Those Who Qualify**



905-595-7775



admission@aolccrichmondhill.com



Unit 202, 10909 Yonge Street, Richmond Hill, Ontario. L4C 3E3

PC Support Specialist Diploma Program

Program Objectives

This program prepares students to deal with the problems they may encounter when supporting personal computers in an office environment. The program provides in-depth knowledge of both computer hardware and software and prepares students to take the CompTIA A+, Network+, and Server+ certification examinations. Students will gain practical, hands-on troubleshooting computer problems and assembling a computer. Successful students may choose to progress to advanced qualifications, such as MCSA.

Delivery Method

Combination of:


- Integrated Learning™ System training facilitated by Academy of Learning College facilitators
- Online/Hybrid

Duties & Responsibilities

- Providing technical support to end users within small- to medium-sized offices.
- Troubleshooting hardware and software problems.
- Replacing and installing new computer hardware.
- Supporting all aspects of computer software applications and operating systems.

Career Opportunities

- Graphic Designer
- Graphic Artist
- Layout Artist
- Layout Designer
- Art Director
- Web Mockup Designer

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Competencies and Core Courses

Keyboarding

Minimum 25 words per minute (WPM)

Operating Systems

Advanced level of proficiency in a Windows operating system

Word Processing

Intermediate level of proficiency in Microsoft Word

Spreadsheets

Intermediate level of proficiency in Microsoft Excel

Graphic/Presentations

Advanced level of proficiency in Microsoft PowerPoint

Database Management

Advanced level of proficiency in Microsoft Access

Job Readiness/Employability Skills

Job Search and Résumé Writing

Office Skills

Internet Fundamentals, Personal Computer Fundamentals for Technical Users, and basic level of proficiency in Microsoft Outlook

Business Skills

Workplace Success/Intrapreneurship, Project Management Fundamentals Level 1, Customer Service, Grammar Essentials for Business Writing, and Business Correspondence Level 1

PC Troubleshooting

CompTIA A+ 220-1201

CompTIA A+ 220-1202

Computer Networking

CompTIA Network+ and CompTIA Server+

Financial Assistance

Several funding options exist for students, our Financial Aid Officer would be glad to answer any of your questions. Student Financial Assistance Options include:

- Ontario Student Assistance Program (OSAP)
- Better Jobs Ontario Program
- Interest-Free Monthly Payment Plan Options



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