

A+ Technical Support Specialist

45 Weeks
1080 Hours



Discovering Computers

Concepts for a Digital World (90 Hours)

Keeping up with current trends in technology is necessary to be up-to-date and successful in the digital world. This module helps learners develop a base understanding of things like operating systems, hardware components, internet, and networks, and covers much of the terminology needed to effectively communicate in the computer industry.

OR choose

Keys to Success (90 Hours)

Get creative and practical skills that promote success. Learn to focus on content, take tests, and communicate ideas. Improve your time management and listening skills. Wrap it up with tips on living a successful life.

Windows (60 Hours)

A thorough, hands-on module, Microsoft Windows teaches students to both understand and navigate the file system structure. Search for files and folders, utilize the search tools to answers questions or fix errors, this book offers in-depth coverage of managing computer security with Windows.

Discovering the Internet (98 Hours)

An enriched introduction to the internet and the World Wide Web is key to searching out information and drivers needed. These skills enable a technician to diagnose and repair both hardware and software related issues. Also focus on communication through e-mails, forums, and live chat, each of which are an important function in this field.

Microsoft Word (120 Hours)

Whether it be owning your own business or working for someone else, electronic and hard copy documentation is necessary to communicate with potential customers. This module gives you the tools necessary to produce professional looking documents, resumes and cover letters. Learn to write a professional paper, develop your own advertising, learn to use grammatical and spelling tools, and prepare a table.

Microsoft Access (120 Hours)

Databases are a major part of most companies and organizations. Have the ability to track everything from a company's customers and employees to inventory and resources. This module will teach you how to create and maintain, query, and update a database. Use SQL, Macros, and Pivot tables. Gain the ability to track and record customer information. "Plan ahead" features encourage students to think about the project and go beyond the step-by-step instruction.

A+ Maintaining Your PC (480 Hours)

Students start off with the basics of hardware installation, computer components, power and electricity, managing memory, and installing drives. They then optimize, install, and provide support for operating systems, and multimedia devices. Learn to build a PC, and support modems, printers, networks, and the Internet. Understand troubleshooting maintenance of PCs, Notebooks, Tablet PCs and PDAs.

A+ Exam Preparation (112 Hours)

Students will work with a toolkit filled with resources, including computer based training simulations, video clips, assessment questions, and examinations online that simulate the A+ CompTIA exams. Prepare for the A+ exam, backed by professional and effective training modules.

I Can't Say Enough Good Things

“ Having completed the program, I can't say enough good things about it. First of all, the administration is top notch. Enrollment was a breeze. All questions were answered immediately by the knowledgeable staff.

Once I started my program, I found the instructors to be second to none. What other institution do you know that trains you on high end equipment and also lets you keep it once you graduate?

Overall, the school is awesome. I would definitely recommend it to anyone. ”

Brad Perry
HomeEd Graduate, 2006
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