

YES IT TRAINING PROGRAM

The YES IT program is confirmed to start on **June 17, 2019**.

This 14-week IT training program will run between June and September 2019. The training program is designed to provide participants with relevant technical and soft skills to secure sustainable employment in the field.

Through this program, eligible Ontario Works recipients will obtain support in attaining the CompTIA A+ Certification. Upon certification, ongoing job search support will automatically be available to all participants. This however is based on the participant's commitment to be in attendance Monday to Friday from 9 am to 3 pm throughout the program.

Each candidate must meet these requirements for consideration:

- ✓ Candidates of all ages welcomed
- ✓ High School completion with O.S.S.D. or G.E.D.
- ✓ English Benchmark level 5
- ✓ Not currently in school full time
- ✓ OW recipient

About CompTIA A+ Certification:

This is an entry level computer certification for PC computer service technicians. The course prepares the service technician to perform the following with personal computers:

- Install
- Maintain
- Customize
- Operate



It also provides the installation and support of the Windows OS and other OS Systems.

Successful completion of the program will give the participant an industry certification valid for 3 years. Please visit <https://certification.comptia.org/certifications/a> to learn more.

To register for the YES IT Program, the candidate must contact their caseworker to obtain a formal referral form to start the screening process.

For more information, call Maria Villacorta at 416-439-8448 ext 241 or email at villacorta@careerplan.net

COURSE OBJECTIVES 220-1001

In this course, you will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers and digital devices. You will:

- Install and configure PC system unit components and peripheral devices
- Install, configure, and troubleshoot display and multimedia devices
- Install, configure, and troubleshoot storage devices
- Install, configure, and troubleshoot internal system components
- Explain network infrastructure concepts
- Configure and troubleshoot network connections
- Implement client virtualization and cloud computing
- Support and troubleshoot laptops
- Support and troubleshoot mobile devices
- Install, configure, and troubleshoot print devices

COURSE OBJECTIVES 220-1002

In this course, you will install, configure, optimize, troubleshoot, repair, upgrade, and perform preventive maintenance on personal computers, digital devices, and operating systems. You will:

- Support operating systems
- Install, configure, and maintain operating systems
- Maintain and troubleshoot network connections
- Manage users, workstations and data
- Troubleshoot workstation security issues
- Support and troubleshoot mobile devices
- Implement operational procedures

Jobs available after certification

- Computer Technician
- Helpdesk Coordinator
- IT Support Specialist
- Junior IT Technician
- IT Helpdesk Technician
- Desktop Support Specialist and more....

Training Location: **PCPI (Progress Career Planning Institute
1200 Markham Rd. Suite 400 – Scarborough ON, M1H 3C3**

Training Schedule: **Monday to Friday from 9:00 am to 3:00 pm (14 weeks)**