

**Verizon Wireless - Technical Support Program  
A+ and MCDST Certifications and Processing Instructions (2009)**

Verizon Wireless has made special arrangements to assist you in obtaining your A+ and/or MCDST certifications. In order to cover your courses through the LearningLINK tuition assistance program, you must enroll in your courses through Pima Community College (PCC), a regionally accredited school located in Tucson, AZ. Through special arrangement between PCC and a national education partnership program called ITCAP, Verizon Wireless employees can obtain technical training through computer learning centers in various geographic locations around the country without actually attending courses at PCC. However, once enrolled, you are considered a student of PCC and will earn college credit just as if you attended courses on campus. This college credit may be transferable to other colleges and universities.

**PEOPLE LEARN IN DIFFERENT WAYS- Reducing barriers for success**

Recognizing that people learn in different ways, Verizon Wireless has made arrangements for the courses required for A+ and MCDST certification to be offered in a format that includes a learning style that works for you and will help you become certified.

**ONLINE LEARNING WITH INSTRUCTOR SUPPORT “Anytime/Anywhere” – Helping employees become A+ Certified**

On-line learning, with instructor mentoring by phone and email, allows you to start when you are ready and lets your schedule dictate which days and hours you will do your coursework. You can do your coursework anywhere you have a computer and a high speed internet connection and get as much help as you need from an instructor.

**ENJOY THE FLEXIBILITY OF AN ONLINE CLASS WITH “HANDS-ON” LABS AT THE WORKSITE**

If you'd like to do your online class in a group with your workmates and participate in “hands-on” labs to build a computer and do troubleshooting, ask if our A+ group class is being offered at your work location.

Regardless of the delivery method, your progress will be assessed and your learning fully supported by the faculty at PCC. The ITCAP staff will answer any questions you may have about the training method that best suits your learning style and schedule.

Discount rates have been established for these specialized certifications that include the test fees for each of the certification exams. There will be no out-of-pocket cost to you if you follow the steps below to process your LearningLINK application for approval to begin your studies.

1. Call ITCAP toll-free at 877-877-0122 to register. You will be emailed or faxed a registration form which you must sign. This form will contain all information needed to complete the LearningLINK application.  
**(You must complete Step 1 prior to Step 2)**
2. Go to the LearningLINK website on VZWeb at About You>Career/Learning>Tuition Assistance. Read the Program Guidelines, Processing Instructions and FAQs documents.
3. Submit a LearningLINK application by clicking on the link to the EdLink website. Choose “Prepaid Application.”
4. When completing the LearningLINK application, click the “Search for Provider” button and enter Pima Community College and select ITCAP Program as the school name. The address, Box 40308, Tucson, AZ will be automatically populated.
5. **For A+ certification**, enter the following course numbers, names, tuition amounts and credit hours:

ITF 179	A+ Essentials	\$1,400	2.5 credit hours
ITF 180	A+ Practical Application	\$1,400	2.5 credit hours
6. **For MCDST certification**, enter the following course numbers, names, tuition amounts and credit hours:

ITE 161	Supporting Users Running Windows XP Professional	\$840	1.5 credit hours
ITE 162	Supporting Users Running Applications on Windows XP	\$560	1.0 credit hour
6. Enter the course beginning and ending dates found on your PCC Registration form. If you have questions regarding information on your registration form, call ITCAP at 877-877-0122 to discuss the issue before completing your LearningLINK application.
7. Once approved, you will receive an email notice verifying approval along with a Letter of Credit (LOC). **Print and sign the LOC, and fax it with both pages of the signed registration form to ITCAP at 520-326-7878.** Once received, ITCAP will contact you to confirm class dates, times, address, and contact information for your learning center.
8. Within 60 days after completion of both courses for the certification, fax your Pima Community College grades for each course to EDLINK at 888-758-7834. Be sure to include your LearningLINK application number on the completion documents.
9. **For non-registration questions or for more information**, go to [www.itcap.com](http://www.itcap.com) and click on the VZW logo or contact Wonetta Abbeg at ITCAP by phone at 877-877-0122 or by email at [wabbeg@itcap.com](mailto:wabbeg@itcap.com).