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## *A+ Processing Instructions*

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REGISTRATION – 877.877.0122

FAX – 520.326.7878

WWW.ITCAP.COM

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Verizon Wireless has made special arrangements to assist you in obtaining your A+ certification. In order to cover your courses through the LearningLINK tuition assistance program, you must enroll in your courses through Fayetteville Technical Community College (FTCC), a regionally accredited school located in Fayetteville, NC. Through special arrangement between FTCC and a national education partnership program called ITCAP, Verizon Wireless employees can obtain technical training through ITCAP educational partners in various geographical locations, without actually attending courses at FTCC. However, once enrolled, you are considered a student of FTCC and will earn college credit upon completing your course with a C or better, just as if you attended courses on campus. This college credit may be transferable to other colleges and universities.

Discounted 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 costs to you if you follow the steps below to process your LearningLINK application.

1. Call ITCAP at 877-877-0122 to register. You will be emailed or faxed a form which requires your signature. 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 Fayetteville Technical Community College/ ITCAP as the school name. The billing address, Box 40308, Tucson, AZ will be automatically populated.
5. **For A+ certification**, enter the following course numbers, names, tuition amounts and credit hours:

CTS 120	Hardware/Software Support (A+ Essentials)	\$1,400	3.0 credit hours
CTS 220	Advanced Hardware/Software Support (A+ Practical Application)	\$1,400	3.0 credit hours
6. Enter the course beginning and end dates found on your registration form.
7. Once approved, you will receive an email verifying approval along with a Letter of Credit (LOC). **Print and sign the LOC, and fax it along with 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 college grade mailer for each course to EdLink at 888-758-7834. Be sure to include your LearningLINK application number on the completion documents.