

## **Pima Community College A+ and MCDST Classes Verizon Wireless Technical Support Program**

You are taking these courses through the Pima Community College (PCC) ITCAP Program. In order to successfully complete the courses and fulfill the requirements of your tuition assistance program, you must earn an A, B or C for each PCC course.

### **What do I have to do to pass my Pima Community College (PCC) course?**

For instructor-led training, attend at least 80% of class hours and complete all work.

For mentored learning, commit to an average of 8 hours of training per week and complete all work.

Participate in classroom discussions, complete lab activities and exercises.

Behave in a professional manner, so as not to disrupt other students.

Score 70% or above on the PCC final exam.

**When will I take the PCC final exam?** Although you have the option to take the exam on the last day of each class, and we recommend that you do, you may also choose to take both exams after both classes are complete. Mentored learning students will also take quizzes at the end of each unit to help you measure your self-directed learning and to direct you back to areas that need review.

**What happens when I pass the PCC final exam?** Within two weeks of taking the exam, you will receive your grade from PCC. It will be sent to the mailing address you provided when you registered. A copy of this document, referred to as a grade mailer, should be faxed to CAEL at 888-758-7834 within 60 days of the end date of each course to fulfill the requirements of your tuition assistance program.

**What happens if I don't pass the PCC final exam?** You'll be notified by the PCC ITCAP Program within three business days if you did not score at least 70% on the exam. You should work with your training provider to determine what to do to prepare to re-take the exam. You also have the option to re-sit the class, on a space available basis, if you feel you need more class time to master the course objectives. PCC will allow you to take the exam up to three times without re-sitting the class. However, you should properly prepare for the exam. If you take the exam three times without passing, you will be required to re-sit the class before attempting the exam again. Remember, the goal is to gain skills that you can put to work on the job and to satisfy the requirements of your tuition assistance program.

**Will I have to repay the course tuition if I don't pass the course?** From PCC's point of view, you have one year from the start date of your class to complete the course, and your training provider will offer you as much support as needed. We will work with CAEL, if necessary, to extend the course end date on your Letter Of Credit (LOC). If you're unable to pass the course after one year, you will not have met the requirements of your tuition assistance program, and you may be responsible for repayment of the course tuition.

### **Does passing the PCC class make me eligible to apply for the Career Progression Program?**

No, passing the PCC course satisfies your tuition assistance obligation, so that you will not have to pay back the cost of the class. After passing your classes, you will prepare for the vendor certification exams needed to participate in the Career Progression Program.

**What is vendor certification?** Vendor certification is a standard created to verify that an individual has certain skills necessary to do a particular job. To become A+ or MCDST certified, you must pass certification exams that are created by the vendor who created the certifications. For A+, the vendor is CompTIA, and for MCDST, the vendor is Microsoft.

To become certified, you must pass comprehensive exams designed to test whether you have the skills to do the job for which you are trying to be certified. Becoming A+ or MCDST certified is one of several requirements to participate in the Career Progression Program. When you have completed your courses, extra study will be required prior to taking these exams. Your training provider will provide materials to help you prepare. Preparation prior to these exams is very important and will determine whether you will pass the exams.

**How many exams are required to earn the A+ certification?** Earning A+ certification requires passing scores on two exams: A+ Essentials and A+ Remote Support Technician.

**How many exams are required to earn Microsoft Certified Desktop Support Technician (MCDST) certification?** Earning the MCDST certification requires passing scores on two exams:

Exam 70-271: Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

Exam 70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

**How will I know I'm ready to take the certification exam?** Your training provider will provide practice exams to help you get ready once you've completed the course. Work closely with your provider and follow their proven methods of successful exam preparation. We recommend that you be able to score repeatedly in the high 80% to low 90% on the practice exams before taking the vendor exam.

**How do I schedule my certification exams?** When you and your training provider agree that you're ready to take the certification exam, call the Pima Community College ITCAP Program at 877-877-0122 to schedule it. Again, preparation to take these exams will be supported by your training provider, so follow their recommendations to be fully prepared, because only one vendor certification exam per course is included with your tuition. If you fail a vendor exam and wish to retake it, you will have to pay for the exam.

**How will I know when I am certified?** After passing both CompTIA or Microsoft exams and completing any necessary paperwork, you will receive a certificate in the mail from CompTIA or Microsoft proving that you are certified. While waiting for your credentials to arrive in the mail, you can log on to the CompTIA and Microsoft certification portals to view and print your course transcripts and certification status.

**If you have questions, please call the ITCAP information line at 877-877-0122.**