



Verizon Wireless Technical Support Program

A+ and MCDST

Frequently Asked Questions and Course Requirements

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.

How do I cancel my class?

Send an email to cancelclass@itcap.com with your name, course, and reason for canceling. You will be contacted by Pima College ITCAP to discuss your options.

- You must cancel by the Drop/Refund Deadline shown on your registration form. If you have not taken a unit exam before that date, you are entitled to a full refund, less book costs.
- If you register for an instructor-led class, you must cancel by the Drop/Refund Deadline, shown on your registration form, to receive a full refund.

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

Complete the course within the scheduled course dates.

Complete lab activities and exercises.

Score 70% or above on the PCC final exam.

If taking an instructor-led class:

- attend at least 80% of class hours
- behave in a professional manner, so as not to disrupt other students

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 EdLink 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 each time it is taken. 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? You may be financially responsible for the course tuition if you do not successfully complete the course and pass the associated PCC final exams within the scheduled class dates shown on your registration form.

What should I do if I need additional time to complete my courses? Additional time to complete your course may be available if you are deployed, have a documented schedule change, or require medical leave.

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+ Practical Application.

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 88% or better, at least three times consecutively, on the practice exams before taking the vendor exam. **Our statistics show that students who take their certification exams within two weeks of completing the course have a much higher rate of success.**

How do I schedule my certification exam? When you and your training provider agree that you're ready to take the certification exams, call the Pima Community College ITCAP Program at 877-877-0122 to schedule. Your tuition includes one certification exam per course. If TechSkills is your training provider, please contact your instructor to schedule your exam.

How do I participate in Test Pass Assurance?

Any Verizon Wireless employee, taking A+ or MCDST courses, who meets the following criteria is eligible for Test Pass Assurance, or one free re-take per certification exam.

- Overall course score of 90% or better, and 90% or better on final exams
- Complete course within the scheduled course dates
- Take the certification exams within two weeks of completing the course

In addition, for students taking instructor-led classes:

- Attend at least 80% of sessions
- Demonstrate to instructor routine scoring on test preparation exams of 88% or better (minimum of three consecutive scores)

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