



WHAT IS COMPTIA



The Computer Technology Industry Association (CompTIA) is the voice of the world's information technology (IT) industry. As a non-profit trade association advancing the global interests of IT professionals and companies, they focus their programs on the specific areas of: education, certification, advocacy and philanthropy. They:

- **Educate** the IT channel: Their educational resources, comprising online guides, webinars, market research, business mentoring, open forums and networking events, help their members grow their businesses and become "best in class."
- **Certify** the IT workforce: They are the leading provider of technology-neutral and vendor-neutral IT certifications.
- **Advocate** on behalf of the IT industry: On Capitol Hill, they bring the power of small and medium-sized IT businesses to bear as a united voice.
- They give back through **philanthropy**: Their foundation enables disadvantaged populations to gain the skills they need for employment in the IT industry.

Their vision of the IT landscape is shaped by more than 25 years of global perspective and more than 2,000 members and 1,000 business partners. They are driven by their members and led by an elected board of industry professionals. All proceeds are directly reinvested in programs that benefit our valued members and the industry as a whole. Headquartered outside of Chicago, they have offices across the United States and in Australia, Canada, China, Germany, India, Japan, South Africa and the United Kingdom. For more information, please visit: www.comptia.org.

WHY CERTIFY?

- **Learn New Skills to Get a Job** – Looking for work? Just starting out in the workforce? Certifications prove you know how to get the job done.
- **Retain Your Job and Salary** – Make sure your expertise stands above the rest. Competence is usually retained during times of change, and certifications can lock you into tiered salary levels.
- **Want to Change Jobs?** – Whether you are pigeon-holed in a job you don't want, see limited advancement or are looking for a career change, certifications can qualify you for new opportunities. Get your career moving in the right direction.
- **Stand Out in the Resume Pile** – Hiring managers can demand candidates with the strongest skill set. With a validated certification (or two!) on your resume, hiring managers know more about you before they even call for an interview.
- **IT is Everywhere** - IT is needed in most companies across industries and there are not enough trained IT professionals to fill the jobs. Get certified and get ahead as IT continues to grow.

GENERAL INFORMATION ON A+



The CompTIA A+ certification exam was developed in 1993 at the request of the IT industry; major corporations needed a way to validate the skills of entry-level technicians. CompTIA recruited Subject Matter Experts (SMEs) from more than 20 companies to create the standards and objectives of CompTIA A+. Hands-on service technicians used their real-world experience to define the test content, while computer service experts developed the exam questions. A+ certification is the industry standard for computer support technicians. The international, vendor-neutral certification proves competence in areas such as installation, preventative maintenance, networking, security and troubleshooting. CompTIA A+ certified technicians also have excellent customer service and communication skills to work with clients.

Advance Your Career with CompTIA A+

- Jobs for computer support specialists are expected to increase by 18% - The skill sets required for these types of jobs map to CompTIA A+ certification.
- CIOs say desktop support is among the top in-demand skills set for IT professionals - The CompTIA A+ exam covers PC repair and maintenance skills, such as installation, networking and troubleshooting.
- Help desk technicians earn as much as \$59,000 per year - CompTIA A+ certification is the first step in starting your career as a PC technician or help desk technician.

Sources: Robert Half Technology Salary Guide 2009, U.S. Bureau of Labor Statistics

OUR A+ PROGRAM:

In cooperation with the Cisco Networking Academy, MCC delivers its A+ program utilizing their curriculum and training materials. Cisco is a CompTIA Authorized Quality Curriculum. Their program, IT Essentials: PC Hardware and Software v4.1, will help prepare students for the CompTIA A+ Essentials and Practical Applications certification exams. The class is divided into two sections.

The first section provides foundational knowledge that aligns with the CompTIA A+ Essentials exam. It will cover:

- fundamentals of computer technology
- security
- networking
- communication skills and professionalism

Participants would then take the first of the two required A+ exams:

EXAM	TIME TO COMPLETE	MAX # OF QUESTIONS	% NEEDED TO PASS
IT Essentials Exam Code: 220-701	90 minutes	100	Minimum score to pass = 675

The second section aligns with the CompTIA A+ Practical Application. It will cover advanced concepts in greater depth and provides opportunities for practical application while covering:

- Advanced troubleshooting skills
- "hands-on" with scenarios in which troubleshooting and tools must be applied to resolve problems
- Advanced installation of computers, peripheral devices, networks and security components

Hands-on lab activities are an essential element of the course. In support of this, virtual learning tools are integrated into the entire curriculum. Cisco's Virtual Laptop and Virtual Desktop are stand-alone tools designed to supplement classroom learning and provide an interactive "hands-on" experience in learning environments with limited physical equipment.

Students would then take the following exam to complete the A+ certification requirements:

EXAM	TIME TO COMPLETE	MAX # OF QUESTIONS	% NEEDED TO PASS
Practical Application Exam Code: 220-702	90 minutes	100	Minimum score to pass = 675

\$168 for each exam. *MCC cannot assume responsibility for the participant's ability to pass certification exams. The participants must do those themselves.* Exam fees are subject to change without notice. A+ Certification candidates are required to take the necessary certification exams at a VUE Authorized Testing Center.

GENERAL INFORMATION ON NETWORK+



CompTIA Network+ validates the knowledge and skills of networking professionals. It is an international, vendor-neutral certification that recognizes a technician's ability to describe the features and functions of networking components and to install, configure and troubleshoot basic networking hardware, protocols and services.

Advance Your Career with CompTIA Network+

- Jobs for network and system administrators grew 31% last year - The skill sets required for these types of jobs map to CompTIA Network+ certification.
- CIOs say network administration and wireless network management are among the top in-demand skills sets - The CompTIA Network+ exam covers network management skills, such as installation, configuration and troubleshooting. Passing the exam also proves the ability to set-up a basic wireless network.
- The average starting salary for network engineers can be up to \$70,000 - CompTIA Network+ certification is the first step toward a job as a network engineer or manager, and maps to vendor-specific certifications such as Cisco's CCNA.

Sources: *Robert Half Technology Salary Guide 2009, Robert Half Technology Survey 2008*

Candidate job roles include *network administrator, network technician, network installer, help desk technician and IT cable installer.*

Network+ is open to anyone who wants to take the test. There is no specific requirement, except payment of the fee. However, a typical candidate would have A+ certification or equivalent knowledge, but A+ certification is not required. As with A+, our program is designed to help you pass this exam.

EXAM	TIME TO COMPLETE	# OF QUESTIONS	% NEEDED TO PASS
Network+ Exam Code: N10-004	90 minutes	100	Scale score = 100-900 Minimum score to pass = 720

\$239 each time you take the exam. *MCC cannot assume responsibility for the participant's ability to pass certification exams. The participants must do that themselves.* Exam fees are subject to change without notice.

OUR NETWORK+ TECHNICIAN PROGRAM:

- Common networking concepts and terminology
- Major network media and media testing techniques
- Optimize network design
- Switching in a LAN environment
- Transport layer protocols
- The basic components of a LAN and WAN
- Identify the configurations and technologies
- Detailed documentation of a network
- Install and troubleshoot basic hardware and software required to communicate in a simple network
- Fundamental media access techniques
- Implement and troubleshoot basic IP addressing and subnetting schemes
- Route selection and packet switching
- The OSI model
- Key characteristics of common WAN
- Major transport layer protocols
- Define and explain LAN design

WHY COMBINING THESE CERTIFICATIONS, AND THIS PROGRAM, MIGHT BE RIGHT FOR YOU...

Most important is our approach to learning these technologies. We will provide high quality, certified instructor lead training, over an extended period of time, with plenty of "hands-on" opportunity. We feel that this combination is a great alternative for people seeking to learn this information. This is not an "intensive", or "crash" course. A typical certification course at a private training center runs from Monday through Friday, 8:30 am to 4:30 p.m. This delivery is optimum for a seasoned IT professional whose employer will provide the time away from work and pay the program fee. The same course in this program would be delivered over a five to seven week period, two nights a week, four hours per session. Generally our participants find it difficult to find the time during normal business hours to attend such training and this two-night a week schedule is one that they can maintain.

By offering this program we feel we have created an excellent way to enhance your current position, or provide you with the skills necessary to seek a new one. Despite recent employment conditions, the United States Department of Labor still projects that over the next ten years, six out of the 25 fastest growing occupations will be in information technology. Feel free to review the report at: <http://www.acinet.org/acinet/oview1.asp?soccode=&stfips=&from=National&Level=Overall&x=37&y=7>

PREREQUISITES:

This program is a great starting point to enter into information technology. You should have "end-user" experience to include knowledge of Microsoft Windows and keyboarding.

COST:

The fee for this program is **\$4,200** and includes all books, materials (exams are not included).

The program can also be broken down into two sections:

A+ only: \$2,600 (payable in full before class begins) / **Network + only:** \$1,800 (payable in full before class begins)

FINANCIAL ASSISTANCE:



If you are currently un or underemployed, this may be the best time to upgrade your skills with some type of technical certification. RochesterWorks! may have funding available for qualified individuals for training that will help them get back to work. Please go to their website www.rochesterworks.org for more information.

If you're currently employed and your company wishes to sponsor you in this program, MCC will draft an agreement that specifies the services we'll deliver and we can then provide an invoice for that service. Grants may be available for your company to help defray the cost of the training and exams. Contact Chuck Caples @ 585-262-1429 for more information.

PROGRAM SCHEDULE:

ALL CLASSES ARE HELD @ MONROE #1 BOCES, 41 O'CONNOR ROAD, FAIRPORT, NY

April 16 – August 29, 2012

Monday & Wednesday evenings, 6–9:30 p.m.

April:	16, 18, 23, 25 & 30	July:	9, 11, 16, 18, 23, 25 & 30
May:	2, 7, 9, 14, 16, 21, 23, & 30	August:	1, 6, 8, 13, 15, 20, 22, 27 & 29
June:	4, 6, 11,13, 18, 20, 25 & 27		

APPLICATION PROCEDURE

At this time on-line registration is unavailable for this program. If you're interested in attending please contact Charles Caples at 585-262-1429 or ccaples@monroecc.edu.

CANCELLATION / REFUND POLICY

You may cancel your registration 10 business days prior to the start of the program. The request must be received in writing. Cancellations received later than this date are subject to forfeiting the application deposit. You will receive a full refund if you cancel within the allotted time. Refunds will be made within 60 days of cancellation.

If a student attends a portion of the program, and does not complete, the student will be liable for:

1. The registration deposit
2. The cost of any textbooks or supplies accepted
3. Tuition liability as of the day the student notifies MCC of his/her desire to cancel from the class
4. No refunds are available after program completion

The effective termination for refund purposes will be the earliest of either the last date of attendance or the date of receipt of written notice from the student. The tuition liability will be a pro rata refund for the remaining class hours for students who cancel from class according to the following table:

<u>If termination occurs</u>	<u>MCC may keep</u>
0-3% of the program	00% (only the application deposit)
4-15% of the program	20%
16-30% of the program	40%
31-45% of the program	60%
46-60% of the program	80%
After 60% of the program	100%

For questions please call: Chuck Caples (585) 262-1429 or ccaples@monroecc.edu