



Workforce Investment Act Eligible Training Program

Provider Name: MedCerts LLC.

Contract #5050 80

Address: 14115 Farmington Rd.
Livonia, MI 48154

Address if program is held at a another site:
Online training

Program Name: IT- 2000 IT Helpdesk Administration

Office use only: ONET CODE 53-7021

CONTACT INFORMATION

Program Contact Person:
Sandy Mead

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Course Outline/Topics to be Covered

The IT Helpdesk Administrator program provides comprehensive training for students who wish to prepare for entry into a career in Information Technology (IT). This program provides students with the knowledge required to sit for three international certification exams. Two exams make up the A+ Certification: CompTIA A+ Essentials (exam 220-801) and CompTIA A+ Practical Application (exam 220-802), and one exam leads to the CompTIA Network + Certification (exam N10-005). A+ Certification indicates technical ability and signifies the competence to support a wide variety of hardware and software. Network + Certification validates that students have the knowledge needed to use and maintain a wide range of networking technologies and have proficiency in networking administration and support. Upon completion of this program, students will be prepared for international, vendor-neutral certifications in a growing and in-demand field. **Students also receive 5 FREE Business Skills Courses.**

Required academic grade levels to enter program

Reading Grade Level 9

Math Grade Level _____

English Proficiency _____

Required to enter training program

- Physical Yes No
- Vaccinations Yes No
- Drug test Yes No
- BCI Yes No
- License Yes No
- Tools Yes No
- Experience Yes No
- Other :

MAY be required for employment

- Physical Yes No
- Vaccinations Yes No
- Drug test Yes No
- BCI Yes No
- Certification Yes No
- License Yes No
- Tools Yes No
- Experience Yes No
- Other :

Participants will be qualified to seek employment in the following occupations:

- 1) PC Support Specialist
- 2) Computer User Support
- 3) Helpdesk Specialist
- 4) IT Technician

Is this program Pell grant eligible?

Yes No

PROGRAM COSTS:

TUITION INCLUDES:

Tuition	\$4,000.00
Fees	\$0.00
Books	\$0.00
Licensing	\$0.00
Certificate fees	\$0.00
Other, provide explanation	All fees included in tuition cost.
Total Tuition Cost	\$4,000.00

These are expenses that MAY be reimbursed after successful completion of training.

Please indicate Yes, No or enter the amount

	YES	NO	AMOUNT
Books	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Licensing	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Tools	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Uniforms	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Travel	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Miscellaneous	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	_____
Total			\$0.00

Participant is responsible for :

Prerequisites	_____
Memberships	_____
_____	_____
_____	_____
Cost above tuition cap	\$0.00
Expenses that <u>MAY</u> be reimbursed	\$0.00
Total	\$0.00

Maximum ITA Responsibility (Max. \$5500)

\$4,000.00

PROGRAM LENGTH

Weeks and Hours and Additional Information

6 Months/416 Hours- Monitored online training with progress reports emailed to student and Case Manager every 2 weeks!! MedCerts Career Advisors call each student within 30 days of enrollment to begin assistance with updating their resume, as well as discussing the importance of externships, and volunteering.

What type of certificate will be awarded and by whom?

A+ and Network+ national certification awarded by CompTIA