



We deliver technology
and training that works.

Workforce Development
Re-training Program

**Computer Installation &
Repair Technician**

As a full service computer training center, **ACB Solutions** understands how important it is to receive specialized training in a career field. Our goal is to provide the education and environment needed for individuals to acquire that specialized training and the skills needed for them to embark in a successful and fulfilling career. To that end, ACB Solutions offers a variety of career tracks through our Workforce Development Re-training Program.

Our **Computer Installation & Repair Technician Program** is designed to assist students in learning the skills needed to attain a position as a computer technician. Our 6-month program takes students through a variety of training phases to prepare them for this position.

Our program is broken down into 3 major phases:

- **Technology Basics/ Student**
- **Bench Technician**
- **Jr. Network Engineer**

Each of these categories of training builds upon the prior phase to help establish a base of knowledge and experience. As a technology services provider, ACB Solutions is in a unique position to know what employers are looking for in a computer technician and to provide the necessary training. Employers not only want computer technicians that know computers and trouble-shooting tools, but also have experience in the field troubleshooting and fixing computers. Our program addresses these needs by integrating class time and on-the-job training. Our students have the opportunity to work in a shop environment, as well as with some of our network clients depending on the student's knowledge level throughout the program. All on-the-job training is provided in-house through our IT services department and our team of Network Engineers will provide mentorship and guidance throughout the training program.

By the end of this program students will have gained all of their technical certifications and logged countless hours of on-the job experience. This provides them with the necessary skills and experience to find a position as a computer technician.

We want our students to succeed in their new career and provide them the environment and education needed to get them on track with a successful and fulfilling career. If you have any questions or require any additional information, please contact our training center manager, **Rob Axtell**, at **267-4216** or **raxtell@akcbolutions.com**.

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Program Description
 Computer Installation and Repair Technician
 (Junior Network Engineer)
 Program Track

The following phases make up ACB Solutions program track for Computer Installation and Repair Technician. This program is designed as a 6-month program. Individuals may require more time to complete based upon their current skills and abilities.

Student Phase		
Our Student Phase consists of various instructor-led classes, self study and computer-based training. During the course of eight weeks students will learn three different levels each of Microsoft Word, Excel and Outlook. Students will also learn how to operate a computer properly, which will include classes on various operating systems such as Windows XP, Vista, and Windows 7. In addition, students will take classes and computer-based training courses for their A+ certification, a nationally recognized certification required to work on computers.		\$5000
Bench Tech Phase		
After students complete their A+ certification tests, they will move into our Bench Tech Phase. During this phase of our program students begin to work with one of our shop technicians on some of our client computers. This will give students real-world experience on troubleshooting computer hardware and software problems, addressing malware and virus issues. We anticipate over 60 hours of shop time during this phase. In addition to shop time, students will spend time working on computer-based training and instructor-led classes for their second nationally recognized certification as a Network + technician.		\$4000
Junior Network Engineer Phase		
After students complete their Network + certification test, they will move into our Junior Network Engineer Phase. During this phase of our program students will get the opportunity to work with our senior network engineers at our client sites. They will assist senior network engineers in troubleshooting client computer problems, network and server issues. In addition to on-the-job training students will have computer-based training time and instructor-led training time to obtain their Security + certification.		\$3000

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Program Repeat Policy		
<p>After our completion of our Administrative Clerk training program ACB Solutions will help to determine the skill level of each student and evaluate their qualifications to enter our Internship program. Students that fall short in their ability to perform in the internship placement will have the option to repeat as much of the initial training as needed at no charge. ACB Solutions will make the final decision on where each student should start in the retraining.</p>		
Job Placement		
<p>Upon graduation of the Computer Installation and Repair Technician training program ACB Solutions will help to promote the students' abilities to our customer base and help to facilitate job interviews and job placement.</p>		
	Program Total	\$12000.00

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Training Program Information

OCCUPATION OBJECTIVES:

ACB Solutions feels that by placing students in a production role is the best way for student to learn. After completion of each class student will spend time taking practice tests we feel will give the student the extra edge needed to pass the various tests and gain employment.

DELIVERY METHOD:

All classes provided at ACB Solutions are held in one of our many classrooms; are hands-on with one student per computer; no more than 12 students in any one class.

TYPE OF CREDENTIAL EARNED BY PROGRAM COMPLETERS:

ACB Solutions program will provide the opportunity for each student to get certified in A+, Network +, and Security +. With these certification and the projects students complete during their 9-month program, each student is given the ability to succeed.

ADMISSION REQUIREMENTS SPECIFIC TO THIS PROGRAM:

Students should have at least a basic idea of computers and how they operate.

TUITION FOR A FULL-TIME STUDENT:

The typical cost of this program is \$12,000.00, not all students will need all planned classes and therefore will not be charged for those not needed.

Limitations and Warranties

ACB Solutions has created this program track to provide the best possible training within a short amount of time and limited budget. Every student's ability and aptitude is different. ACB Solutions makes no guarantee or warranty regarding our training and cannot assure this training track will lead to an internship placement or employment. ACB Solutions provides no refunds for classes or labs that have been taken and all training is provided on a best effort basis.

ACB Solutions reserves the right to cease training for any student at any time and for any reason. Students will be charged for classes as they are taken. No refund or discount will be provided for a class once it has been taken or once confirmed registration has been received.

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