



Computer Support and BICSI Cabling Specialist Certificate Program

Course Description

In the high tech world we live in, computer hardware and software support are two of the core competencies required for building the next generation of IT technologies. A+ Certification is an industry recognized credential that certifies the competency of PC Service Specialists. After completing this program, the student will have a working knowledge to build, repair, troubleshoot and configure a computer and its software. Simulated test engines will help prepare the students for each CompTIA certification exam.

The BICSI Installer Level I Certification is the industry recognized credential that certifies the competency of cabling installation. Students should be able to install cable support systems, prepare wall and floor outlet locations, prepare utility pole and modular furniture station locations, perform cable pulling setup, Pull backbone cable in riser from top down and from bottom up, pull horizontal backbone cabling, pull horizontal station cable in conduit, pull horizontal cable in open ceiling spaces, firestopping products and installation practices, perform cable pre-termination functions, perform copper and coaxial terminations, and remove abandoned cable. The goals of this program is to provide students with the foundation not only necessary to master the information and skills required to successfully pass each exam, as well as the skills and knowledge necessary to acquire an entry position in IT. The student will be prepared to take the following certification exams:

- CompTIA A+ Core 1: Exam 220-1101
- CompTIA A+ Core 2: Exam 220-1102
- BICSI Installer Level I Exam

The following IT credentials will be conferred on all students who successfully complete all five exams:

A+ Certification

BICSI Installer Level I Exam

Admissions Requirements:

- A. Individuals applying for this course are required to have successfully completed the basics test for computers
- B. Present proof of education (high school diploma or GED certificate or in pursuit thereof)

Career Opportunities:

A+, and BICSI technicians are required for small, medium, large and multi-billion-dollar corporations, governments, and non-profit organizations to install, maintain, and repair computers and computer equipment which is vital to the operation of the organization. A+, and BICSI Level I technicians are employed in areas such as: PC Repair, Computer Diagnostics, Deskside Support, Technical Support Representative, Network Cabling Technician, Cable Installer. Students will be eligible for technical and cabling jobs in corporate, government and non-profit organizations and jobs for desktop support, computer lab support, education and other business and construction arenas.

Course Session Information

Class Session:	Day: 9:00am – 3:00pm → Mon – Thurs Lunch 11:30am-12:30pm Breaks 15 min 10:15am and 1:30pm
Course Length:	145 hours: Day – 8 weeks (no holidays)
Class Size:	Ratios up to 8 students per Instructor 1 student per computer



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Program Outline	Subject Title	Clock Hours			
		Lec	Lab	Ext	Total
COMS01	Computer Fundamentals	08	08	00	16
COMS02	Hardware Identification, Installation & Configuration	08	08	00	16
COMS03	Operating System Introduction, Installation & Configuration	08	08	00	16
COMS04	Customizing & Optimizing the Operating System	08	08	00	16
COMS05	Threats, Hardening Systems & Security	08	08	00	16
COMS06	Troubleshooting & Troubleshooting Methods	08	04	00	12
COMS07	A+ Certification Test Prep	08	00	00	08
BICSI01	Installation Program Overview, Structured Cabling Systems, Codes & Standards, Plans & Specifications, Media & Connectors	07	01	00	08
BICSI02	Transmission Fundamentals, Grounding & Bonding, Safety, Professionalism	09	02	00	11
BICSI03	Pre-Cabling Preparation, Pulling Cable, Splicing Cable, Testing Cable, Troubleshooting Cable	07	06	00	13
BICSI04	Firestopping, Retrofits/Upgrades, Miscellaneous Duties, Review & Test Prep	05	00	00	05
BICSI05	Final Review & Test Prep, Hands-On Exam	04	00	00	04
BICSI06	Final Written Exam	04	00	00	04
ADMN01	Exit Interviews and Certificates of Completion	00	00	00	00
	TOTALS	92	53	00	145