

IT COMPUTER RETAIL SALES AND SUPPORT, CERTIFICATE OF ACHIEVEMENT

The IT Computer Retail Sales and Support Certificate of Achievement is a first step into the world of information and communications technology (ICT) and is designed to provide knowledge and skills to work in retail sales and support of computers, handheld devices, networking services, or cell phones. This certificate focuses on critical employment skills in business and customer service along with technical skills in MS Office, IT concepts, networking, and hardware to prepare students for the A+ certification exam.

Learning Outcomes

Upon successful completion of the program, students will be able to:

- Apply the principles of successful business operation to business situations.
- Describe the principles and processes of successful business communications and apply them to given situations.
- Solve common business problems using appropriate Information Technology applications and systems.
- Assemble a computer, as well as analyze, configure, and solve hardware problems.

Certificate of Achievement Requirements

Code	Title	Units
Required Core		
BUSI 20 or BUSI 70	Introduction to Business Business Communication	3
BUSI 64	Customer Service	3
CSIS 1	Computer Information Systems	3
CSIS 50	MS Office Applications	2
CSIS 50L	MS Office Applications Lab	1
CSIS 75	Introduction to Computer Hardware/A+ Prep	4
WORK 96 or WORK 99	Professional and Essential Skills Career-Focused Work Experience	1-2
Total Units		17-18

Please refer to the graduation requirements section of the Catalog for information about degree and certificate requirements including Reading and Writing, Mathematics, Information Competency, and General Education requirements.

The model sequence of coursework below is one pathway for students to complete the program. The information below is not an official educational plan. An MPC Counselor can assist you with creating a personalized education plan based on your academic, career, and personal goals. Visit MPC's Counseling website for more information about Counseling and up-to-date program requirements.

Year 1

Fall	Units
BUSI 20 or BUSI 70	Introduction to Business or Business Communication
	3

CSIS 50 & CSIS 50L	MS Office Applications and MS Office Applications Lab	3
CSIS 75	Introduction to Computer Hardware/A+ Prep	4
Units		10
Spring		
BUSI 64	Customer Service	3
CSIS 1	Computer Information Systems	3
WORK 96 or WORK 99	Professional and Essential Skills or Career-Focused Work Experience	1-2
Units		7-8
Total Units		17-18

MPC "Ready to Work" Career Education programs offer students the opportunity to gain knowledge and skills needed for employment and job advancement.

All students should consult with a Counselor to discuss career pathways, for support with career exploration and planning, and to create a personalized education plan to help them meet their academic, career, and personal goals. Visit MPC's Counseling website for more information about Counseling services provided by MPC and to connect with a Counselor.

Additional resources are available through MPC's Career & Transfer Resource Center (CTRC). The CTRC offers career resources, workshops, guidance and referrals. Visit the CTRC for support finding online career information and other resources to explore majors, occupations, and employment information.