

# IT COMPUTER RETAIL SALES AND SUPPORT, CERTIFICATE OF ACHIEVEMENT

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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.
- Demonstrate the ability to put a computer together, analyze, configure, and solve hardware problems.

## Certificate of Achievement Requirements

Code	Title	Units
<b>Required Core</b>		
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
<b>Total Units</b>		<b>16</b>

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.