

Program Information: CompTIA A+ Certification



Program Overview

The Bitterroot College [CompTIA A+](#) program prepares students to function as computer professionals in multiple technical, business, and healthcare settings. Computer technicians serve many technical support and IT operation roles with job titles such as Support Specialist, Field Service Technician, Desktop Support Analysts, and Help Desk Tier 2 Support. The program prepares students to support computer users, troubleshoot and problem-solve computer issues, and connect users to the data they need to do their jobs regardless of the devices being used. Upon completion of the program, students are prepared to sit for [CompTIA's A+ Certification Exams 220-901 and 220-902](#). Program covers: 1) Hardware: Identifying, using, and connecting hardware components and devices; 2) Windows Operating System: Installing and supporting the Windows OS including command line and client support; 3) Software Troubleshooting: Troubleshooting PC and mobile device issues including application security support; 4) Networking: Understanding types of networks and connections including TCP/IP, WIFI, and SOHO; 5) Hardware and Network Troubleshooting: Troubleshooting device and network issues; 6) Security: Identifying and protecting against security vulnerabilities for devices and their network connections; 7) Mobile Devices: Installing and configuring laptops and other mobile devices; 8) Other OS and Technologies: Understanding the Mac OS, Linux, and mobile OS; and 9) Operational Procedures: Following best practices for safety, environmental impacts, communication, and professionalism .

Program Provider

Curriculum is provided by [Condensed Curriculum International](#) (CCI). Program is delivered by [Bitterroot College University of Montana](#)

Program Location

[Bitterroot College](#), 103 South 9th Street, Hamilton

Program Days and Times: *February 19 through May 21, 2019*

- **Classroom Instruction** (120 contact hours)
 - 5:30 PM – 9:00 PM, Tues & Thurs, Feb -19 – May 21; *no class Apr 16, Apr 18*
 - 9:00 AM – 4:00 PM, Saturdays, Mar 9, Mar 24, Apr 6, Apr 27, May 18 (30-minute lunch break)
- **CompTIA A+ Certification Exams 220-901 and 220-902**
 - Scheduled individually upon course completion

Program Fee

- Full payment of **\$3,500 due by Thursday, February 14, 2019**
- Fee includes tuition, textbooks, and certification exam fee
- **Refund Policy:** 100% refund before payment due date; 75% refund between payment due date and course start date; no refund after course start date

Program Fee Assistance

➔ **IMPORTANT:** *Program Fee Assistance takes time to process; connect with assistance providers ASAP*

- Pathways Programs Funding (formerly WoRC), Human Resource Council, 303 North 3rd Street, Hamilton
 - Lisa Kearns, (406) 363-6101 ext. 237 **or** Holly Montgomery, (406) 363-6101 ext. 239
- Rural Employment Opportunities (REO) (*for eligibility, must have worked in agriculture within last 2 years*)
 - Will Bodle, william@reomontana.org, (406) 274-4172
- Veterans Administration Educational Benefits, [Valley Veterans Service Center](#), 217 N 3rd St, Suite L, Hamilton
 - **Veterans and family members:** check your benefits eligibility, call (406) 363-9838 for an appointment
- Veterans Administration Vocational Rehabilitation Services Training Funds
 - Debra Fleig, debra.fleig@va.gov. (406) 258-1084; 2681 Palmer Street, Suite N, Missoula

Program Fee Assistance (continued)

- Vocational Rehabilitation Services Training Funds – **Disability Employment Assistance Program**
 - Sarah Seltzer, sseltzer@mt.gov, (406) 375-0203, Bitterroot College, 103 S 9th Street, Hamilton
- Workforce Innovation & Opportunity Act (WIOA) Funding, Human Resource Council, 303 N 3rd Street, Hamilton
 - DeLynn Gardner, dgardner@mt.gov, (406) 560-1689 **or** Chelle Twist, mtwist@mt.gov, (406) 565-2243
- WIOA Youth Employment Program (serves ages 14 to 24), Human Resource Council, 303 N 3rd Street, Hamilton
 - Shane Kravik, sek@hrcxi.org, (406) 363-6101, ext. 236

Age, Education, Email, and Other Requirements for Program Application

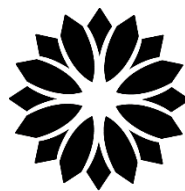
- 16 to 17 years of age
 - Public or state-accredited private high school student: recommendation letter from high school counselor or appropriate academic administrator
 - Home school student: qualifying TABE scores (explained below) and interview with Program Instructor Stephanie Mapelli – *to schedule an interview, contact Meri Telin at (406) 375-0100 or meri1.telin@umontana.edu*
- 18 years of age or over
 - High school diploma, high school equivalency diploma (GED or HiSET), **OR** qualifying Test of Adult Basic Education (TABE) scores
 - TABE is available free of charge every Monday at 9AM at Literacy Bitterroot (303 North 3rd Street, Hamilton). Testing takes approximately 3 hours. Contact [Literacy Bitterroot](#) at (406) 363-2900 or abc123@montana.com for more information
- Must have a photo ID for proof of identity
- Must have a personal email account which can be accessed frequently
- Must demonstrate requisite emotional and mental maturity/health for professional placement

Background Check Required with Program Application

- Visit app.mt.gov/choprs/ and under **Public Users** click on **Start Service**
- Cost is \$14.50 pay online with eCheck, credit card, or debit card
- Print background check document and attach to program application

Retain Program Information for Your Records

Questions? Contact the Bitterroot College at (406) 375-0100 or email Meri Telin at meri1.telin@umontana.edu



**BITTERROOT
COLLEGE**

UNIVERSITY OF MONTANA

Program Application: CompTIA A+ Certification



Application Requirements (see program information sheet for details)

- 1) Must meet **age, ID, email, and emotional/mental health requirements**
- 2) Must submit **HS transcript, GED or HiSET transcript, or TABE scores** with application
- 3) Must submit **cleared background check** with application

Application Deadline is Thur, Feb 14, 2019 for program starting on Tue, Feb 19, 2019

Submit completed application to:

Bitterroot College UM

103 South 9th Street, Hamilton, MT 59840

Application questions? (406) 375-0100 or meri1.telin@umontana.edu

Include with completed application:

- Full program fee payment of \$3,500** — make checks payable to *Bitterroot College UM* or pay in person at Bitterroot College with cash, credit card, or debit card (see accompanying information for payment assistance options)
- Cleared background check documentation** (see accompanying information for details)
- HS transcript, GED or HiSET transcript, or TABE scores** (see program information sheet for details)
- High School Counselor/Academic Administrator letter if applicable** (see information sheet for details)

Full Legal Name: _____
First Middle Last

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Social Security Number (required for exam registration): _____

Telephone No: _____ Email Address (required): _____

Date of Birth: _____ Gender (optional): Male _____ Female _____

Age at Start of Program: _____

- If age 16 to 17 (check one):
- Public High School (attach letter from high school counselor)
 - State-accredited Private High School (attach letter from academic administrator)
 - Home School (attach TABE scores & schedule interview)

(application has two pages – continue to second page)

List any computer certifications or college certificates/degrees currently held: _____

Summarize previous work-related experience: _____

What are your employment goals for obtaining CompTIA A+ certification? _____

By signing this application, I certify that my application information is true and correct to the best of my knowledge, and I understand that falsification or omission of information may result in denial or rescinding of admission to Bitterroot College's Continuing Education CompTIA A+ Certification Program.

Applicant's Signature _____ **Date** _____

For Office Use Only

Required Application Materials

- ____ Complete Application
- ____ HS/HS Equiv/TABE/Letter
- ____ Photo ID
- ____ Background Check

Reviewer's name: _____

Review date: _____

Reviewer's comments:

Circle one: *Accepted* *Denied*

Photo ID: ID Type _____ ID No. _____ ID Checked By _____

Payment Type: _____

Exam Results: _____