

# TCS IT Training Program

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## IT Support (CompTIA A+) Track

Build in-demand skills. Earn industry-recognized certifications. Start your career in IT.

### Program At-A-Glance

**Duration:** 23 weeks

**Career Path:** IT Support Specialist | Help Desk Technician

**Format:** Instructor-led, Synchronous (Online)

## What You'll Learn

### Module 1: IT Foundations & Digital Literacy

Start with the essentials and build confidence in a professional IT environment.

- Computer hardware, software, and internet safety fundamentals
- Earn industry-recognized credentials:
  - AFA Tech Caregiver (Cyber Safety) Certification
  - LinkedIn Learning Certifications:
    - Digital Literacy & Productivity
    - Working with Computers & Devices
    - Online Collaboration
    - Microsoft 365 Fundamentals
- Build workplace-ready digital and professional skills

### Module 2: CompTIA A+ Core 1 (Hardware & Infrastructure)

Gain hands-on technical skills to support real-world IT environments.

- Hardware installation & configuration
- Networking fundamentals (TCP/IP, DNS, infrastructure)
- Mobile device support
- Cloud computing & virtualization
- Troubleshooting using industry-standard methods

## Module 3: CompTIA A+ Core 2 (Software & Security)

Advance your expertise in systems, security, and IT operations.

- Operating systems: Windows, macOS, Linux, mobile OS
- Cybersecurity fundamentals & threat mitigation
- Software and system troubleshooting
- IT operational procedures & professional best practices

 **Milestone: Earn your CompTIA A+ Certification (Exam vouchers provided)**

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### A Full Circle of Support for Your Success

Your technical training is complemented by a comprehensive Work-Readiness curriculum designed to equip you with the professional skills needed to succeed in today's workplace. Throughout the program, you'll receive individualized support from the TCS team, including resume development, interview preparation, job search guidance, and ongoing career coaching.

This full wraparound approach ensures you graduate not only with technical knowledge, but with the confidence, professionalism, and support needed to launch and grow a successful career in IT.

