COMPUTER MAINTENANCE 15.1200.20
Program Description, Industry Credential, Coherent Sequence, and Teacher Certification

PROGRAM DESCRIPTION

The **Computer Maintenance** instructional program prepares students to design, development, installation, implementation, use, and management of computers and various computer devices. Students who successfully complete the **Computer Maintenance** program's coherent sequence of instruction will develop effective methods to troubleshooting problems using effective communication skills by asking key questions, listening for technical problems and, in turn, explaining problems in an understandable way.

Throughout the **Computer Maintenance** instructional program, students learn and use appropriate diagnostic tools to assess and diagnose computer problems. Advanced critical thinking skills will be developed with applied interpersonal relations, life skills, business, economic, and leadership skills as well as workplace employability skills.

The **Computer Maintenance** Career and Technical Education program is delivered as a coherent sequence of courses designed to offer students knowledge and skills that meet the needs of the workplace. The Professional Skills developed by business and industry leaders across Arizona are integrated throughout the program. **Computer Maintenance** students develop leadership, social, civic, and career skills through participation in the state-recognized Career and Technical Student Organizations, SkillsUSA or FBLA (Future Business Leaders of America).

The **Computer Maintenance** instructional program prepares students for entry-level employment, further training, and/or post-secondary education for these and other occupations: Applications Specialist, Desktop Technician, Field Service Technician, Hardware Technician/Engineer, Help Desk Technician/Manager, IT Designer, IT Systems Administrator, IT Support Technician, PC Technician, Program Analyst, Security Systems Technician, Systems Analyst, Systems Operations Specialist, Systems Support Technician, Technical Sales Representative, Technical Support Technician/Manager, Technical Writer, Telecommunications Support Technician, and Training Manager

INDUSTRY CREDENTIALS

The following credentials have been approved for the A-F CCR and are CTED eligible for the **Computer Maintenance** instructional program:
- CompTIA - A+
- CompTIA - IT Fundamentals
- CompTIA - Network+
- CompTIA - Security +
- Microsoft Office Specialist (MOS) – Associate for 2016
- Microsoft Office Specialist (MOS) – Associate for 2019
- Microsoft Office Specialist (MOS) – Associate for Office 365
- Microsoft Office Specialist (MOS) – Expert for 2016
- Microsoft Office Specialist (MOS) – Expert for 2019
- Microsoft Office Specialist (MOS) – Expert for Office 365

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The following industry credential has been approved to meet CTED eligibility for the **Computer Maintenance** instructional program:

- TestOut PC Pro Certification

COHERENT SEQUENCE
15.1200.11 – Computer Maintenance I, **and**

15.1200.20 – Computer Maintenance II, **and program may elect to add:**

15.1200.25 – Computer Maintenance III, **or**

15.1200.60 – Computer Maintenance IV, **or**

15.1200.70 – Computer Maintenance – DCE (Diversified Cooperative Education) **or**

15.1200.75 – Computer Maintenance – Internship, **or**

15.1200.80 – Computer Maintenance – Cooperative Education

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TEACHER CERTIFICATION REQUIREMENTS

The instructor must be ADE/CTE certified in one of the following Certificates: PCTBM, SCTBM, SSCTEBM, PCTIET, SCTIET, or SSCTEIET

Note:

- Computer Maintenance 15.1200.70 may be a part of the sequence and the teacher must hold a Cooperative Education Endorsement (CEN).
- Computer Maintenance 15.1200.75 is not required to have a Cooperative Education Endorsement (CEN).
- Computer Maintenance 15.1200.80 is required to have a Cooperative Education Endorsement (CEN).

CERTIFICATE TYPES

PCTBM   Provisional Career and Technical Education Business and Marketing
SCTBM   Standard Career and Technical Education Business and Marketing
SSCTEBM Standard Specialized Career and Technical Education Business and Marketing
PCTIET   Provisional Career and Technical Education Industrial and Emerging Technologies
SCTIET   Standard Career and Technical Education Industrial and Emerging Technologies
SSCTEIET Standard Specialized Career and Technical Education Industrial and Emerging Technologies