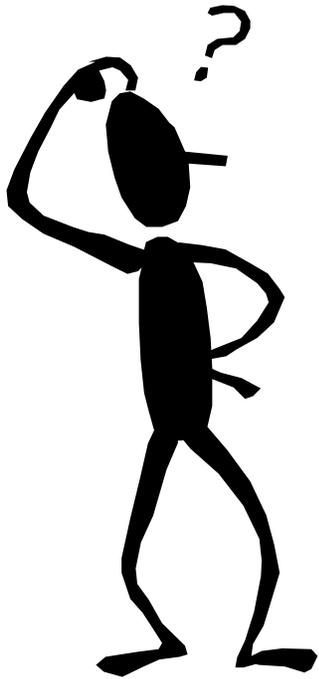




Personnel Review

INSTRUCTIONS: The following screens contain a series of questions and answers you should know about this subject. Read the stem of the question, review your notes, and then write down the answer the question. The correct answer can be found on the next screen. Review and compare your answer with mine. If they match... Great! If they don't... You have some studying to do before you take the module exam.

The most important written communication used in a job search is _____.

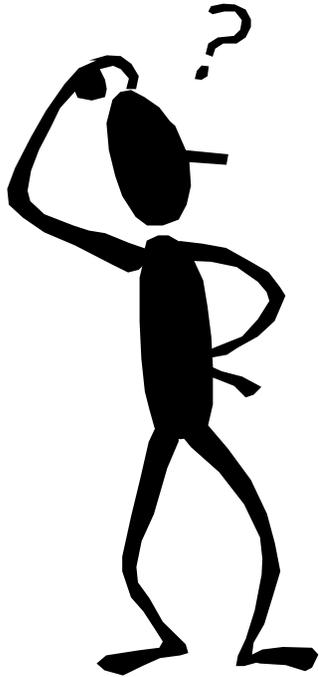


The personnel record is a document that contains information on how an employer pays and contacts you. It also lists your experience and the type of training you've received. The letter of reference is



provide once you've given and interview and the employment contract only comes into play once you've been hired. The single most important written communication used in the job hunt is your professional resume.

What is the proper sequence for taking notes using the Study Guide?

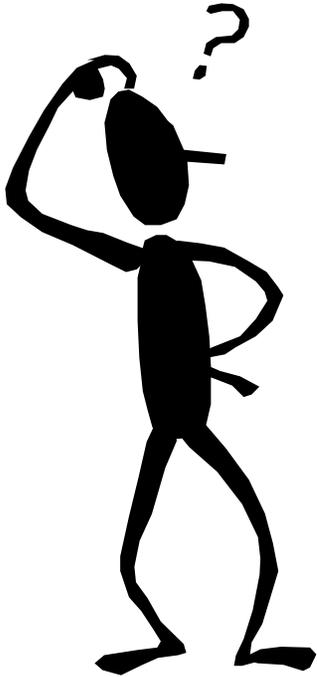


The tool you'll be using to take notes in this course is the Study Guide. This guide provides a systematic method of recording complete and pertinent notes. When you work on any assignment,



the heading is usually the first thing filled out. With note taking, the next logical steps would be to right down the main ideas, then collect details on those main ideas, and then summarize the entire module to make sure you have a clear understanding of what the module was about.

Which skills are covered as part of the Computer Service and Support Course?



In this course you'll be learning about everything it takes to service and support computers and computer systems. You'll have to learn the proper safety procedures to keep you and others safe. You'll also learn how to identify, use, and care for the tools in your technician's tool kit. A big part of computer service is preventive or periodic maintenance... You'll learn that and perform preventive maintenance as well. Although you learn about and construct simple computer networks, you not work with routers.

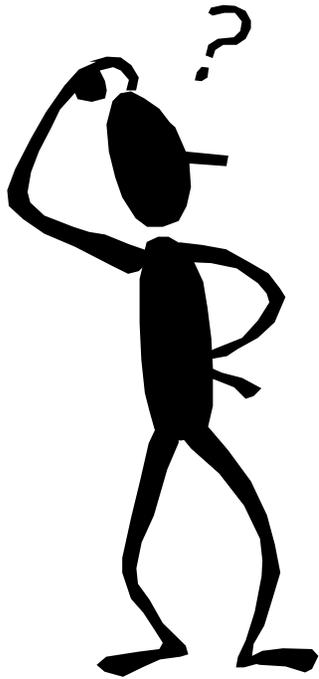
What kind of academic credit can you earn upon completing this course?



This is a tricky question. Actually you can receive dual credit for this course. The CSS course can count as either a career or computer course. In fact, you can repeat this course up to three times for credit. You'll learn different things each time you take the class, but it is possible to take this course

a few times to complete both your career and computer requirements for high school.





What safety equipment must you wear when using power or hand tools, or pouring chemicals?

For each of the safety situations listed in the stem of the question, only eye protection is a suitable answer. Rubber gloves and a protective apron will protect your hands and clothing from corrosive chemicals, but they wouldn't do much to protect your eyes. Safety helmets are seldom required in a classroom operation.



Cleanup starts 5 minutes before the end of class. What jobs are part of the cleanup requirement?



You know that this classroom is used by lots of students during many periods during the school day. It's very important that everyone has a clean and safe place to do there work. That's why cleanup



is necessary. At the end of the period return tools, test equipment, and parts to their storage places, clean off the work areas, and power down and disassemble all experiments. Although you have to put the trash in the trashcan, students don't normally take the trash out to the dumpster.

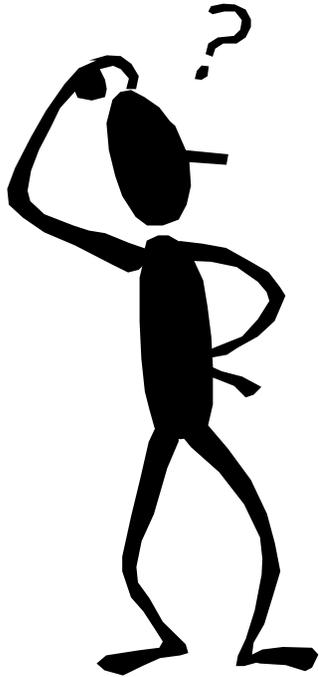
How many tasks must you complete to earn an "A" for the first quarter grade in the Computer Service and Support course?



According to the recommended grading policy, you're expected to complete at least 17 tasks before the end of the quarter to receive a passing grade. This is not set in stone and instructors can change the requirement up or down to suit their expectations of the students in your particular program.



What document can you use to determine the turn-in dates for assignments made in the Computer Service and Support course?



We want to give you every opportunity to succeed in the CSS course. The courseware includes a Task Completion Schedule that will map out the entire



year of CSS. If you keep to the milestones on the chart you will not only receive a decent grade, you'll complete the course and be prepared for the A+ certification exam.

As you complete each level of training, you will receive a certificate indicating competency in the tasks you had mastered in that module. The certificate is proof that you are work ready. Work ready is defined as being judged proficient in any Computer Service and Support job or task by performing them _____ during the training period.



The competency certificate is the answer to problems inherent with the school report card. Where the report might list a grade the competency



certificate lists the actual tasks you've been trained to perform. The certificate states that you've performed these tasks independently, without assistance during the training period. That says a lot about you as a perspective employee or college student.

Although the job resume and application are used by the employer to determine an applicant's professional qualifications, the job interview helps the employer determine an applicant's



Not only does an interviewer pick up on appearance and personality, verbal and written expression, knowledge and skills, they also might test your temperament and attitude during the interview. The job interview is the final step of the selection process. It's important you have all of these characteristics under control.

