

Department of Defense Education Activity

Certificate of Competency

Computer Service and Support

This is to certify that the student identified on the reverse side of this certificate has demonstrated proficiency in the listed technical competencies and employability skills for computer servicing and support.

Instructor

Administrator

Date



COMPETENCY PROFILE

Printed: / /

School Address:

Computer Service and Support

Instructor Name:

DESCRIPTION: This student is considered to be work-ready in all the competencies listed below. Work-ready is defined as being judged proficient in the jobs or tasks in the competency area by performing them independently, without assistance, during the training period.

Student's Name

Level I - Orientation

A. PERSONNEL

- | | | |
|--|--|---|
| 1. Personnel
Exam | The Homework Policy
The Assignment Schedule
The Competency Certificate | The Personnel Record
The Resume
Interview Preparation |
| 2. Course Orientation
The Course Description
Required Materials
The Rules of Conduct
The Grading Policy | 3. Employment Opportunities
The Job Search | The Job Interview
The Employment Contract |
| | 4. Applying for a Job
The Job Application | |

B. FORMS AND PUBLICATIONS

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|---|---|---|
| 1. Forms and Publications
Exam | The Parts Kit Inventory Record
The Temporary Issue Receipt
The Out Record
The Supply Order Form
Using Technical Manuals | 3. Work Order Control
The Work Order Form
The Repairable Item Tag
The Job Control Log
The Julian Calendar
Job Dispatcher Software |
| 2. Documentation
The Time Card
The Homework Sheet
The Tool Inventory Record | | |

C. PC TECHNICIAN TOOLKIT

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|---|---|--|
| 1. PC Technician Toolkit
Exam | 2. Tool ID, Use, and Care
Tool ID and Use | Tool Inventory
Using a Digital Multimeter |
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Level II - PC Service Fundamentals

D. ELECTRONICS

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|---|--|-------------------------------|
| 1. Electronics
Exam | 3. Electronics Skills
Component Testing
Basic Soldering | 6. Transistor Circuits |
| 2. Electronics Foundation
Scientific Calculator
Electronics Formulas | 4. Passive Devices | 7. Thyristors (SCR) |
| | 5. Active Devices | 8. Integrated Circuits |
| | | 9. IC Circuits |

E. PC ANATOMY

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|------------------------------------|---------------------------------|
| 1. External Anatomy
Exam | 2. Gross Anatomy
Exam |
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F. THE PREVENTIVE MAINTENANCE INSPECTION

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|---|--|--|
| 1. The PC PMI
Exam | Monitor
Mouse
Keyboard
Drive Maintenance
Diagnostics Testing | Workstation Setup |
| 2. PMI Overview
Initial Workstation Inspection
CPU | | 3. Performing the PMI
Computer Workstation PMI
Hard Drive Maintenance
Computer Diagnostics |