



Recognition of Acquired Competencies (RAC) for:

Information Technology Client Support (ITCS): AEC – LEA.1Q

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Recognition of Acquired Competencies

1. *What is RAC?*

- The RAC service provides you with an opportunity to receive academic credits for skills and knowledge gained through training, life or workplace experience. (www.champlainrac.com)

2. *What does RAC provide?*

- An official Attestation d'Études Collégiales (AEC) - recognized by the Ministère de l'Enseignement supérieur, de la Recherche, de la Science et de la Technologie

3. *How will RAC help me?*

- RAC helps you avoid repeating courses and skills that you already know
- RAC provides formal recognition of your competencies.
- RAC improves your employability and income.

4. *The Program in Information Technology Client Support - Is it for me?*

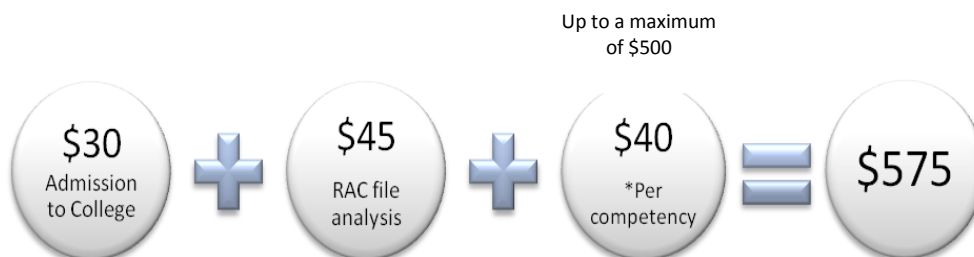
- It is for individuals with experience working in the IT industry and who need official recognition.
- It is for individuals who have Service Desk competencies, but who lack elements of IT competencies.
- It is for individuals who have IT competencies, but who lack Service Desk competencies.

5. *How long does it take?*

There are two tracks:

- Track 1: **Weekday:** duration is approximately 12 weeks with a six-week internship; or receive credit for your job. Seminars and activities occur Monday to Friday during the day (9 a.m. to 4 p.m.).
- Track 2: **Weekend:** duration is approximately 12 weeks with a six week internship, or receive credit for your job. Seminars and activities occur during Saturday and Sunday from 9 a.m. to 4 p.m.

6. *How much does it cost?*





Steps to Become an Information Technology Client Support Specialist

1. Attend a RAC Information Session

- Evaluate whether the RAC program is right for you. If so...

2. Schedule a meeting with a RAC Advisor to apply to the College and to analyze your file

- Bring required documents
- Complete the online admissions form. You will be asked to fill out the online application form and pay a non-refundable \$75 fee, paid by VISA or MasterCard.
- Complete admission tests (English, French)

3. Apply to RAC Services

- Your file is evaluated for the RAC program
- Complete the competency self-description form in preparation for your validation interview
- Admission to the RAC program

4. Attend a Validation Interview

- The content Specialist will evaluate your initial level of competencies
- Recommendations will be made to you for partial training in specific competencies
- Training will occur through seminars, lectures, work sessions, small groups and self-paced learning

5. Complete partial training and have your competencies evaluated

- Attend seminars and class activities, consult on-line resources, or book an appointment with a Content Specialist to increase your level of expertise in competencies.
- Complete evaluation activities for each competency with a Content Specialist
- Successfully complete evaluations for competencies.

6. Obtain your AEC: Information Support Client Support LEA.1Q

- This diploma is recognized throughout Canada

Champlain College RAC
Information Technology Client Support
(ITCS)

Group 1: General - 6 competencies

BJ31: Identify and apply basic communication principles and techniques

BJ0G: Identify and apply effective techniques of customer service

BJ34: Describe and apply effective techniques of teamwork

BJ4G: Effectively record information from a variety of sources (telephone, chat, email, the internet, etc)

BJ0H: Communicate in a second language in a technical area

BJ94: Apply information technology support knowledge and skills in a work environment

Group 2: Office Productivity Software - 4 competencies

BJ38: Effectively use the major features of and provide technical support for Microsoft Excel

BJ2G: Effectively use the major features of and provide technical support for Microsoft Word

BJ40: Effectively use the major features of and provide technical support for Microsoft PowerPoint

BJ3G: Configure, effectively use and provide technical support for Microsoft Outlook and common webmail alternatives

Group 3: Technical Support - 2 competencies

BJ7G: Identify and explain the roles, common practices and processes in a Service Desk environment

BJ1G: Identify and apply effective problem solving techniques and processes

Group 4: Hardware, Software and Networking - 3 competencies

BJ5G: Identify and utilize common computer operating systems and perform basic installations

BJ6G: Identify, install and troubleshoot computer hardware components and peripherals

BJ8G: Describe fundamental networking concepts and perform basic installations and configurations of common networking devices

Group 5: Network Operating Systems - 3 competencies

BJ9G: Setup servers and manage accounts and resources using Microsoft and Linux servers

BJ1H: Perform advanced installations, configurations and optimizations on a recent Windows client operating system (OS)

BJ2H: Support and troubleshoot a client operating system