



## Science, Technology, Engineering, and Mathematics

### Career and Academic Pathways (CAPs)

#### Program Map: Certificate of Achievement for IT Technician Pathway: Stage 1 Computer Retail Sales and Support

Total number of units: 23 - 24 units

Top Code/Academic Plan: 0934.10

Updated on 4/12/2022

Semester 1	Course Code	Course	Units	Notes	Notes for Part-time students
Program Course	BUS 001 or MARKET 031	<b>Introduction to Business or Retail Merchandizing</b>	3	Prerequisite: MATH 241 or 241S.	BUS 001 is regularly offered. MARKET 031 typically offered in the evenings. BUS 001 may have sections that include a low cost (LCT) or no cost textbook (ZTC). Check the current catalog for the section number(s). You can search for classes in the ELAC and LACCD Schedule of Classes under "Class Search Type" as "Zero Textbook Cost" or "Low-Cost Textbook Classes."
Program Course	CAOT 048	<b>Customer Service</b>	3		
Program Course	CAOT 032 or IND TEK 103	<b>Business Communications or Technical Writing and Communication</b>	2 or 3		IND TEK 103 is typically offering in an afternoon session.
Program Course	CAOT 082	<b>Microcomputer Software Survey in the Office</b>	3		

**Total Units 11 or 12**

Semester 2	Course Code	Course	Units	Notes	Notes for Part-time students
Program Course	ELECTRN 121	<b>Cisco Essentials: Part 1 CompTIAs A+ Hardware Certification</b>	3	Corequisites: ELECTRN 122 or 126.	Typically offered in a morning session.
Program Course	ELECTRN 122	<b>Cisco Essentials: Part 2 CompTIAs A+ Software Certification</b>	3	Corequisites: ELECTRN 121 or 126.	Typically offered in a morning session.
Program Course	ELECTRN 126	<b>Installing, Configuring &amp; Administering a Microsoft OS</b>	3	Corequisites: ELECTRN 122 and 122.	Typically offered in a morning session.
Program Course	CAOT 035 or CO SCI 201 OR CIS 101	<b>Concepts in Informatin Systems or Introduction to Computer Information Systems or Introduction to Computers and Their Uses</b>	3		

**Total Units 12**

#### Degree Path and Requirements:

This map is a suggested term-by-term sequence of courses to complete the program in a recommended time frame. This is an efficient and recommended plan, but actual plans may vary by individual student need. This map cannot replace a meeting with [counselors](#). Students can apply for certificates as soon as the necessary courses are completed. Meet with a counselor and the financial aid office to ensure continued financial aid. Check with [financial aid](#) for eligibility.

#### Department Advising Notes:

We recommend that students meet with an academic counselor as well as with a career counselor before deciding on which elective courses to take for this degree. Please take note of the prerequisite courses that are required for the courses in this degree.

#### Program Description

The IT Technician Pathway: Stage I Computer Retail Sales and Support Certificate of Achievement is the first stage of the statewide IT Technician pathway and prepares students to develop their fundamental IT Technician Skills. While completing coursework in customer service, communication, Microsoft Office, and information systems coursework, along with earning the CompTIA A+ industry certification, students gain practical experience as they learn how to succeed in an IT retail environment.

#### **Career and Transfer Opportunities**

Upon completion of this program, students would be qualified for entry level IT positions such as Retail Salespersons, Customer Service Representatives, Retail Sales Workers, and Sales Representatives.

Visit the [Transfer Center](#) for transfer information, which varies based on transfer college. Make an appointment with a [counselor](#). Students can visit [Career and Job Services](#) for career counseling and further exploration. For additional resources, students pursuing a certificate can visit the [American Job Center of California](#) on ELAC main campus.

#### **Youtube Videos**

[You Belong at East Los Angeles College](#)

#### **Program Map**

A suggested sequence of classes to complete a degree, certificate, or program of study. Students should consult an academic counselor for variations to this plan based on part-time or full-time status, transfer plans, pre-requisites needed, etc.

#### **Prerequisite Course**

A specific course that must be completed before advancing to the next course.

Check the online catalog at [elac.edu](http://elac.edu) for the latest and most accurate information.

#### **Contact**

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