

# Attention Maine Residents 17-29

## FREE CompTIA® A+ Academy

### Starting June 2020

#### WHEN:

IC3 Digital Literacy and Customer Service Skills:  
June 29 - Aug 26, M/W 3:00-4:30

CompTIA A+: Sept 15 - Dec 17, T/Thu 6:00-8:30

Online Info Session: June 4, 3:00-4:00

#### WHERE:

The IC3 and customer service component will be a virtual face-to-face cohort hosted on Zoom.

CompTIA will be a hybrid in-person and online course at Westbrook Adult Education.

#### WHAT:

Knowledge and skill development in digital literacy, customer service and IT support: including hardware, software troubleshooting, operating systems, communication and procedure.

#### RESULT:

Completion of the Academy results in three industry certifications: WorkReady, IC3® & CompTIA® A+ and prepares you for employment as a computer user support specialist/help desk technician.

This program is at  
**NO COST**  
to TechHire enrollees!



#### Prerequisites:

- Resident of Maine
- Ages 17-29
- Unemployed or underemployed
- Proof of authorization to work in the U.S.
- Testing/Assessments required

#### Technology Requirements:

- Computer Access (Microsoft OS preferred, but not required)
- Reliable internet service
- Web camera
- Gmail account required

**For more information, email**  
**krivie@portlandschools.org**