IT OPERATIONS PROFESSIONAL CERTIFICATE

Purpose

The purpose of this program is to prepare students for entry-level positions in Information Technology (IT), such as junior system administrator, helpdesk, and tier 1- or 2- IT support. This program can also help individuals with prior industry experience to enhance their skills and knowledge in IT.

Students will develop essential skills in listening, problem solving, critical thinking, decision making, monitoring, and troubleshooting, in computer network operations. Students will gain a strong foundation in IT terminology.

Courses in this program will help prepare students to write industry certification exams, such as from CompTIA (https://www.comptia.org/home/), Microsoft (https://www.microsoft.com/en-us/learning/certification-overview.aspx), Linux Professional Institute (https://www.lpi.org/), and AXELOS (https://www.axelos.com/certifications/itil-certifications/)(ITIL).

Duration

Students may complete the program within 1 to 3 years (maximum) on a part-time basis.

Learning Outcomes

Upon successful completion of this program, graduates will be able to:

1. Recognize network weakness and advise on IT security concepts

2. Build and perform basic repairs on computer hardware

3. Design, build, and implement a server environment within a Local Area Network

4. Lead, manage, and direct small-to-medium-scale IT projects

5. Work effectively and professionally both individually and as part of an IT team

6. Apply troubleshooting techniques to resolve IT related problems/issues

7. Administer and provide support for multiple operating systems such as Windows, Windows Server, and Linux

Admission Requirements

No program specific requirements.

Program Requirements

Code	Title	Credits
ITOP 1101	A+ Hardware	2.0
ITOP 1102	Networking Fundamentals	2.0
ITOP 1103	Windows Server Fundamentals	2.0
ITOP 1104	Active Directory	2.0
ITOP 1105	Security Fundamentals	2.0
ITOP 1106	Service Manager	2.0
ITOP 1107	Linux Server Fundamentals	2.0
ITOP 1108	Windows Desktop Support	2.0
ITOP 1109	PowerShell	2.0
Total Credits		**18**

Evaluation of Student Learning

Students will be assessed through a wide range of activities such as presentations, projects, learning journals, and exams.

To achieve the IT Operations Professional Certificate, students must successfully complete all of the nine courses listed below for a total of 18 credits.

To achieve the IT Operations Professional Short Certificate, students must successfully complete the A+ Hardware (ITOP 1101), Networking Fundamentals (ITOP 1102), and Windows Server Fundamentals (ITOP 1103) courses.

Students can receive both the IT Operations Professional Certificate and the IT Operations Professional Short Certificate.

Prior Learning Assessment and Recognition (PLAR)

Students may request formal recognition of prior learning attained through current industry certification, informal education, work, or other life experience, including Indigenous ways of knowing. Credits may be granted to students who are able to sufficiently demonstrate the learning outcomes of specific courses.

PLAR is available for all courses in the program. However, a maximum of 50% of the program credits can be accessed through PLAR.

Methods for assessing prior learning may include exams, a review of relevant work experience and/or recent industry certifications, and other evaluations.

Please contact the program area for details.

See Prior Learning Assessment and Recognition (https://www.vcc.ca/about/governance--policies/policies/policies/policy-index/prior-learning-assessment-and-recognition.html) policy for more information.

Transcript of Achievement

The evaluation of learning outcomes for each student is prepared by the instructor and reported to the Student Records Department at the completion of semesters.

The transcript typically shows a letter grade for each course. The grade point equivalent for a course is obtained from letter grades as follows:

Grading Standard

Grade	Percentage	Description	Grade Point Equivalency
A+	96-100		4.33
A	91-95		4.00
A-	86-90		3.67
B+	81-85		3.33
B	76-80		3.00
B-	71-75		2.67

C+	66-70		2.33
C	61-65		2.00
C-	56-60		1.67
D	50-55		1.00
F	0-49	Failing Grade	0.00
S		Satisfactory – student has met and mastered a clearly defined body of skills and performances to required standards	N/A
U		Unsatisfactory – student has not met and mastered a clearly defined body of skills and performances to required standards	N/A
I		Incomplete	N/A
IP		Course in Progress	N/A
W		Withdrawal	N/A
Course Standings			
R		Audit. No Credit	N/A
EX		Exempt. Credit Granted	N/A
TC		Transfer Credit	N/A

Grade Point Average (GPA)

1. The course grade points shall be calculated as the product of the course credit value and the grade value.

2. The GPA shall be calculated by dividing the total number of achieved course grade points by the total number of assigned course credit values. This cumulative GPA shall be determined and stated on the Transcript at the end of each Program level or semester.

3. Grades shall be assigned to repeated courses in the same manner as courses taken only once. For the purpose of GPA calculation of grades for repeated courses, they will be included in the calculation of the cumulative GPA.