INCO ACADEMY DEUTSCHLAND

Google IT Support Certificate!

Applicant's Guide

A training program to become an IT Support professional

Dates:
May 31st
July 11th
September
October

Duration:
16 weeks

Format:
Online

Price:
Free

Cohort:
Only women

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Who are we?

INCO is a global organization that is building in 50 countries a new economy that is environmentally sustainable and socially responsible. INCO invests and supports **innovative companies** that are the future leaders of the economy. INCO provides **training** and **support** to those who wish to work in this new economy.

INCUBATION

With **INCO INCUBATORS**, we help over 500 environmentally and socially responsible startups develop their businesses sustainably, across 5 continents.

INVESTMENT

With **INCO VENTURES**, we invest in the most promising startups and companies that are shaping the new economy, and advise funds on their investments or on impact measurement.

TRAINING

With **INCO ACADEMY**, we provide free training encompassing the knowledge, skills, and habits necessary to secure in-demand jobs for learners facing barriers to employment.

The program

The Google IT Support Certificate program will teach you not only the necessary **languages and technologies**, but the **mindset and soft skills** to thrive as an IT Specialist, too. By the end, you'll have the well-rounded skills needed to thrive in this in-demand role and you'll be able to present your **Google + INCO Academy certifications** to employers.

The **two pillars** of this program are **technical** and **employability skills**.

Gain the necessary **technical skills** and **practice** them to thrive in an IT Support professional position.

Technical topics you will cover in the program

- Fundamentals of networking technologies and protocols, practice of networking troubleshooting
- Operating systems 101, software and user management, and hardware configuration
- Infrastructure services and how to manage and configure servers and computers
- IT security concepts, tools and best practices

By the end of the program, you will have:

- Gained skills required to succeed in an **e IT job**
- Learned how to provide end-to-end **c support,** ranging from identifying problems troubleshooting and debugging
- Learned to perform **day-to-day IT support tasks** including computer assembly, wireless networking, installing programs, and customer service
- Learned to use **systems** including Linux, Domain Name Systems, Command-Line Interface, and Binary Code

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The program

Our employability training focuses on **personal & professional growth.**

Improve your **employability** with personal and professional development to land your target job.

Employability skills you will gain with dedicated workshops

Successfully apply for an IT job

- Write a winning job application
- Present the best version of yourself in a job interview
- Adopt strategies to negotiate the conditions of your job

Navigate your new IT job

- Become a better team player and communicate effectively
- Negotiate conflicts
- Receive and provide feedback
- Improve your problem-solving abilities and learn to develop innovative solutions

Develop a growth mindset and transition into tech

- Train your mind and attitude for success in the digital realm
- Understand the IT Sector and IT Support universe
- Reach your professional future goals

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Eligibility and application

AUDIENCE

You are **a woman based in Germany**

You are looking for a way to **kick start your career?**

You are curious about **building a career in IT?**

...and many other reasons!

PREREQUISITE

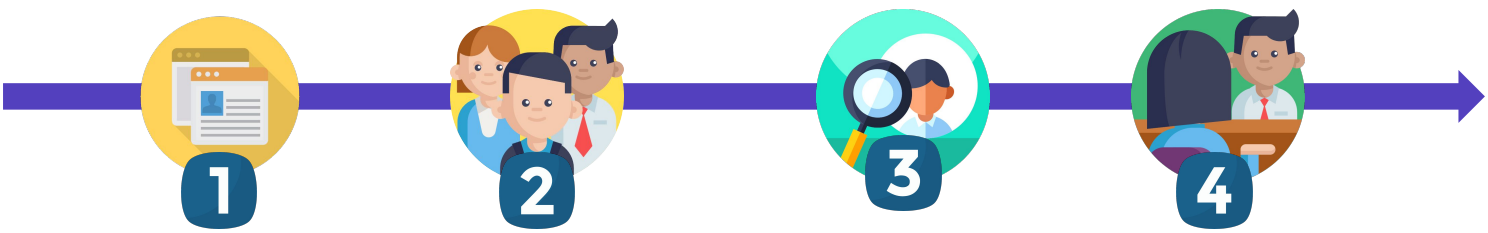
- You don't need to have a previous degree.
- You don't need to have previous experience or technical IT knowledge.
- You have to demonstrate a **strong motivation**. It is an intensive program, content-rich, which will require for you to be an **actor of your success**.

LANGUAGE

- You have to understand and speak **German** in a way that allows you to follow the program (B1 is the minimum level recommended). Our training team can support you punctually but you need to be autonomous with the program content most of the time (the course on Coursera can be followed in English).

EQUIPMENT

- You have to have access to a **computer or a tablet** (ideally a personal computer) and an **Internet** connection. If you don't, please contact us to see if we can arrange an alternative solution.



1. Expression of interest (form)
2. Information session
3. Admission & Coursera registration
4. Onboarding

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Pedagogy

As part of the program, we provide **wrap-around services** to support learners from the beginning to the end of the sessions and their certification.

Before the program

- You get support through application and enrollment
- You get onboarded on the Coursera platform, program tools and communication channels

During the program

- You access live tutoring sessions deep-diving on the course content
- You benefit from practical assignments sessions to practice the skills you learn
- You can access 1:1 coaching sessions and drop-in support during specified office hours
- You access communication channels to enhance your journey and progress together with other learners
- You get access to INCO Academy (country)'s resources platform
- You get troubleshooting support
- You get to meet IT Support professionals and industry experts

After the program

- You access career counseling, mentoring and job placement services
- You integrate INCO Academy's IT Support community

To create a supporting environment but also leave some room for a rhythm that suits you, the program combines **individual work** with **collective sessions and workshops**.

1,5h of live tutoring sessions

\+ **1,5h** of practical exercise or employability workshop

\+ **10** of estimated self-paced study

approximately **13h** of study per week

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Certification

From the very beginning...

To encourage your progress from the start, we provide you with a **Certificate of Participation** as soon as you enroll into the program and start learning on the online platform.

Dual credential

Learners who complete the whole program will have access to a double credential from Google.org and INCO Academy.

Google IT Support Individual Course Certifications

Upon completion of each of the 5 courses from the Google IT Support online course, you earn an **individual certification of completion:**

- Technical Support Fundamentals
- The Bits and Bytes of Computer Networking
- Operating Systems and You: Becoming a Power User
- System Administration and IT Infrastructure Services
- IT Security: Defense against the digital dark arts

Google IT Support Course Certifications

Upon completion of the 5 courses : you receive the Google IT Support Professional Certificate, equivalent to **+150 hours of training.**

INCO IT Support Professional Certificate program

Having attended at least 70% of the employability workshops, you receive a **Job Readiness Certificate from INCO Academy**.

Sharable Certificates

You can share your Certificates in the Certifications section of your LinkedIn profile, on printed CVs, or other documents to catch the attention of potential employers.

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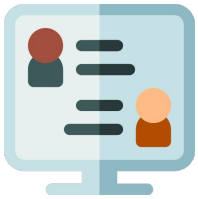
A standard week

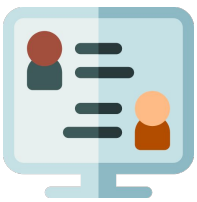
An example of a typical week for a Google IT Support Certificate student

*Attend **live-tutoring session** delivered by INCO Academy's trainers to deep-dive on technical content*



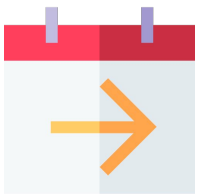
***Independently** follow self-paced course on the **Coursera platform** and access supplementary materials through dedicated INCO website*

*Attend one of the **drop-in sessions or book an individual 1:1 slot** to troubleshoot any problems or work through challenges with trainers*



*Attend a **practical assignment** or an **employability workshop**, depending on the week, to work on field expertise and job-readiness skills*

Share, collaborate** and **interact** with your online learner-community on the **dedicated channels



*Complete all **required quizzes and assignments** on Coursera to move on towards the rest of the course*

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Program team

Throughout the program, our **learner support team** is looking after you and ensuring the proper deployment of the program.

In addition to the learner support team, the program sessions and workshops are delivered by our **trainers**. All the trainers who intervene in the program are **specialists of their respective field: technical skills development, IT sector expertise, IT Support experience, professional and personal development, employability.**

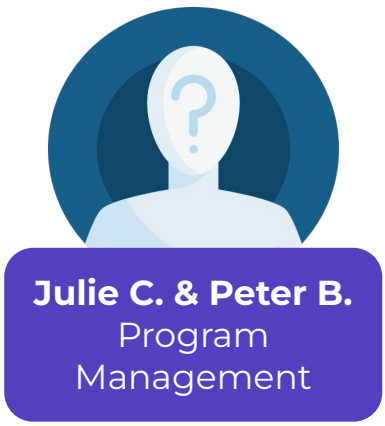
IT professionals and program **Alumni** will also be invited to share their experience and provide insight into the possibilities which you can access, once you graduate and obtain your certification.

OUR TEAM

Melissa
IT skills trainer

Peter W.
IT skills trainer

Abdalrhman M.
IT skills trainer



Julie C. & Peter B.
Program Management

From the alumni...

*"The program has helped me greatly. I was **interviewed for three positions** since completing module 4 and today received confirmation for one of the positions. I definitely didn't have the knowledge to even be shortlisted for these openings or for the initial interview rounds before I joined INCO Academy. **It feels almost unreal, two months and I already have a job** thanks to the program." - **Solomon, 2021 graduate***

*"I applied to the course to **initiate a change in my career..** I'm excited to see how my current knowledge can be used within this course and industry and what new things I'll acquire. I **aim to become an engineer** and eventually work within cyber security" - **Keisha, 2022 graduate***

*"Helping job seekers to build the confidence and skills they need to take up new opportunities is vital for the next stage in our recovery from the pandemic. Our Plan for Jobs puts skills at the heart of that and crucially **Google's Career Certificates** will help people showcase their digital skills and build our workforce of tomorrow" - **Mims Davies MP, Minister for Employment, UK***

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Perspectives after the program

What's next?

Program graduates are prepared to find jobs such as **Systems Analyst, Support Specialist, Database Administrator, IT Technician, Computer User Specialist, Help Desk Technician** and many more.

Here is an overview of what these positions entail:

Systems Analyst : uses computers and related systems to **design new IT solutions, modify, enhance or adapt existing systems and integrate new features or improvements** in order to improve business efficiency and productivity.

Support Specialist : **troubleshoots system** and **network problems, diagnosing and solving hardware or software faults.**

Database Administrator : **ensures databases run efficiently** by creating or organising systems to store and secure a variety of data, such as financial information and customer shipping records.

IT Technician : usually works within an organisation, helping to **monitor** and **maintain** the computer systems and fix any issues that may arise.

Help Desk Technician or Computer User Specialists : provides **technical support and assistance to customers,** whether on the phone, online or in person.

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Contact

Get in touch - we will come back to you within 48h (business days):

iagermany@inco-group.co

Website

More information on our website
INCO Academy

APPLY NOW !