



By the middle to high school level, many students have already logged enough hours on the computer to feel comfortable about taking on the challenge of a support—or even a service and repair—role.

This can offer a unique opportunity—both to the students themselves and to the schools as a whole—because properly supplemented, students' innate capabilities in the area of technology can accomplish two very important objectives: Students can gain valuable employment skills that can serve them well in the working world of tomorrow, and they can provide schools with easy access to efficient, cost-effective technology support today.

Currently, Apple offers two levels of instruction in this area. One is universally available; the other is available only to those schools and districts that are operating under an approved and instituted Apple Self-Servicing Agreement.

## Macintosh Support and Troubleshooting Training for Students

Probably of most interest to middle schools and high schools with a significant installed base of Macintosh systems, this course was developed as an introduction to the general concepts and theory of Macintosh support and troubleshooting. It consists of two components: a set of modules for the students to work through, and a manual that provides suggestions for the teacher about the optimal way of presenting these modules to create a coherent, progressive single-semester course. Covering computer problems that are diagnosable and solvable through software, as well as basic computational theory and operations issues, Macintosh Support and Troubleshooting Training for Students is designed to prepare students to serve as members of Macintosh support teams. In addition, it will help students further develop their general problem-solving capabilities, as well as providing them with technical skills they'll find invaluable throughout their lives—regardless of their eventual profession.

## Macintosh Service Technician Training for Students

This course moves beyond the more theoretical and software support-related Macintosh Support and Troubleshooting Training for Students. Macintosh Service Technician Training for Students provides students who have already successfully completed the support and troubleshooting modules with hands-on training in actual hardware repair. As a result, this training offers a valuable dual advantage: It truly increases students' future employment skills in the technical arena—in keeping with the growing "school to work" movement—while providing schools with the significant savings offered by an on-site, low-or-no-cost Apple-trained service staff well-qualified to keep their Macintosh systems operating in peak condition.

The Apple Self-Servicing Account Program was developed to make it as simple as possible for customers with large installations of Apple systems—at least 300—or those who lack local access to an Apple-authorized service provider to service their own units. Although the program focuses on relatively straightforward module-level diagnostics and replacement, Apple still recommends that each self-servicing account employ at least one full-time technician. To learn more details about program qualifications and procedures, contact your Apple Account Executive or Apple Sales Agent. You can also call Apple's Sales Development organization at 1-800-800-APPL for contact information.

## Ordering Information

### Macintosh Support and Troubleshooting Training for Students

T2173LL/A

► \$150

### Macintosh Service Technician Training for Students

Available on the Service Price Pages for Apple customers with active Self-Servicing Agreements (available 9/98).