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| Adult Education Provider: | North Shore Community College (NSCC) Adult Learning Center |
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| Type of Organization: | Community College |
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| Workforce Training Provider: | NSCC Division of Corporate and Professional Education |
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| Employer Partners: | Mass General Brigham, GraVoc, Tokio Marine Insurance, and NSCC Information Systems Department |
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| Level: | GLE: 8+ in Reading; GLE: 6+ in Math |
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| Credentials: | CyberSAFE, Serve Desk, OSHA 10, and CompTIA IT Fundamentals |
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| Occupational Cluster: | [Computer and Information Technology](https://www.bls.gov/ooh/computer-and-information-technology/home.htm) |
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| Occupation: | [IT Support Specialist](https://www.bls.gov/ooh/computer-and-information-technology/computer-support-specialists.htm) |
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| Program Description: | This 20-week program combines IT instruction with workplace readiness skills, HiSET and/or ACCUPLACER preparation. The IT instruction includes CyberSafe, CompTIA IT Fundamentals, and Customer Service certification preparation. Employer partners participate in mock interviews, provide internship opportunities, and host company site visits. |



**Weekly Schedule**

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| Weeks 1 – 20 | **Tuesday** | **Wednesday** | **Thursday** |
| 9:00 AM – 12:00 PM | IT Class | IT Class | IT Class |
| 12:30 PM – 2:00 PM | Academic and  Workplace Readiness Skills | Academic and  Workplace Readiness Skills | Academic and  Workplace Readiness Skills |

**Contacts**: Stephanie Moriarty, [smoriart@northshore.edu](mailto:smoriart@northshore.edu), 978-236-1242 or

Stacy Randell-Shaheen, [srandell@northshore.edu](mailto:srandell@northshore.edu), 978-236-1227

**Website:** [*https://www.northshore.edu/adult-learning/*](https://www.northshore.edu/adult-learning/)and

[*https://www.northshore.edu/adult-learning/massstep.html*](https://www.northshore.edu/adult-learning/massstep.html)