Employee Motivation Letter: Support Essentials

To Whom it may concern,

Your employee wishes to attend Apple Support Essentials, please see motivation herein:

Course Name: Apple Support Essentials
Course Cost: R10999 Inc Vat per Candidate
Payment Information: COD or EFT

Why learn about macOS Technology?

Since the Mac launched in 1984, it has been at the forefront of innovation. In fact, it may surprise you that many of the innovations on the device you have in front of you were born on the Mac.

The Mac has grown continuously while the total worldwide shipments of PC's has declined, with higher and higher market share being reported every quarter. In fact, the Mac actually registered growth in its total shipped devices continuously since 1998, accounting for around 7% of total sales worldwide and around 9,5% of total desktop devices.

The MacOS platform is growing massively in the education and enterprise space as well, with the introduction of education and enterprise based programmes for the better deployment and management of MacOS. In a 2017 study, Mobile device management software company Jamf notes that 74% of organizations saw an increase in Mac adoption and 76% an increase in iPhone and iPad adoption in 2016 versus the year before.

This rapid adoption of Apple devices , by consumers, and now by prosumers in these institutions has lead to an increase in demand for Apple specialists for enterprise and education to support these devices.

Apple Certified Support Professional

To certify skills and ability of support professionals on the macOS platform, Apple offers the ACSP or Apple Certified Support Professional certification. The ACSP class is a comprehensive, three day classroom experience where a candidate will experience MacOS in detail, working through real world labs and scenarios to explore the operating system, while being guided hands on by an experienced Apple Certified Trainer.

Become Certified

Becoming certified with ACSP verifies that you understand the core functionality of macOS, and that you can configure key services, perform basic troubleshooting and support macOS users.

You should consider becoming certified as an ACSP because:

- **Career Advancement** - Surveys consistently suggest that certified individuals earn higher salaries and gain more opportunities for career advancement. Obtaining a certification additionally shows initiative when certifying is not required
- **Proven Professional Achievement** - Documented evidence of your professional achievement leads to recognition and respect for your abilities as a support professional.
- **Increased Credibility** - Certification credentials increase your standing in community by attesting to the integrity of your knowledge and skills and the reliability with which you can apply them.
- **Employer Confidence** - Being certified helps employers match skills to job requirements and provides confidence that their employees have the right skills for the job.

Working with hands on labs

At Core Group Training, we believe that the best way to learn is by doing it. All of our courses contain a high percentage of practical, hands on time on the technology, guided by an experienced trainer.

The benefits of this approach are:

- By learning in a hands-on environment, you engage deeply with materials and concepts, preparing you for problems you could encounter while on the job.
- When you engage in hands-on learning, you become familiar with the way materials look, feel, and function. When you undergo hands-on training, you have

the opportunity to work with your materials in a simulated real world environment.
- Practical learning brings the topics to life - One study showed that students only remembered 20% of the information presented in lecture format, while students remembered 75% of information they learned firsthand.
- By interacting and working in a discussion based learning environment, you often undertake practical projects that need you to consult with instructors and peers, and rely on the practical experience of others.

The syllabus:

The ACSP class is the official certification exam preparation for the Apple Certified Support Professional exam.

- **Installation and Configuration -** Participants update, upgrade, and reinstall macOS Mojave, then set up and configure macOS on an individual Mac. Participants are introduced to the command-line interface and macOS Recovery.
- **User Accounts -** Participants learn to manage user accounts and user home folders. They also learn about macOS security and password changes.
- **File Systems and Storage -** Participants learn to manage file systems, storage, encryption, permissions, and file sharing.
- **Data Management -** Participants use hidden items, shortcuts, file archives, metadata, and Spotlight. They also learn to manage system resources and Time Machine.
- **Apps and Processes -** Participants install, manage, and troubleshoot apps, and manage documents.
- **Network Configuration -** Participants manage basic and advanced network settings and troubleshoot network issues.
- **Network Services -** Participants manage network services, host sharing, and a personal firewall.
- **System Management -** Participants manage printers and scanners, then troubleshoot peripherals, startup, and other system issues.

The ACSP examination

The Apple Certified Support Examination consists of the following technical information:

- Apple certification exams are computer based and proctored at Apple Authorized Training Provider (AATP) locations worldwide.
- Exam is a maximum of 150 Minutes

- Exam consists of 100 Questions
- Exam passing mark is 75%
- For ALL exams there is 7 day waiting period between retake attempts. There are no max number of exam attempts.
- Apple end-user exams are strictly limited to the content of the corresponding Apple Pro Training Series books

Core Group Training

Core Group training is the full time training arm of Core Group South Africa, the distributor of macOS devices in South Africa. The training team are highly experienced, with multiple years of helpdesk and training experience: in fact, all we do is train exclusively on how to best use and support Apple technology.

This means our experienced Apple certified trainers have in-depth knowledge of the entire Apple ecosystem, from basic product training to advanced deployment and creative technologies. We use this advanced knowledge to better illustrate the technology in action, giving each candidate the benefit of our experience through better real world examples.

All our training sessions are conducted in an Apple Authorised training facility, using the latest devices and the latest updated technology. And, since we specialise completely in training, we offer advanced notes and video support to all our candidates to prepare for their examinations.