



Training Program Bio

BASIC INFORMATION

Training Provider:		XA Talent	
Training Program:		CompTIA A+ IT Support Specialist	
Training Location:	Virtual Instructor-Led Training	Clinical Location: <i>If Applicable</i>	N/A
Phone Number:	(877) 204-4877	Website:	https://myxatalent.com/comptia-a-it-support-training/

Description of Training Program:

Developed in coordination with employers, this 17-week, instructor-led training program is designed to prepare participants for enterprise IT support careers working in high-growth, high-demand technology driven organizations, including leading corporations, government contractors, healthcare systems, and managed service providers. The program is delivered in a half day format, four days per week, and focuses on building practical, job ready skills that today's employers actively seek.

Participants develop strong foundations in computer hardware, operating systems, networking, cybersecurity, and troubleshooting across Windows, macOS, Linux, and mobile environments. The training also introduces how artificial intelligence is used in modern workplaces to enhance IT support, including AI assisted troubleshooting, intelligent self-service tools, automation, and responsible use of AI in enterprise settings. Learners gain hands on experience supporting users through simulated service desk environments, ticketing systems, and real world support scenarios.

Beyond technical skills, the program empowers participants with the professional skills, confidence, and mindset required to succeed in corporate environments, emphasizing communication, accountability, teamwork, and career readiness to help graduates stand out when competing for in demand IT roles.

PROGRAM REQUIREMENTS

High School Diploma/GED:		☒ Yes	☐ No
Reading Grade Level:	9th	Math Grade Level:	9th
Drug Screen:		☐ Yes	☒ No
Criminal Background Check:		☐ Yes	☒ No
<i>If yes, which types of convictions are not allowed?</i>			
Valid Driver License:		☒ Yes	☐ No
Other Requirements:		Computer with 8+ GB of RAM, a working camera, and a stable internet connection.	
Required Supplies Available through Detroit at Work: <i>(For more information, contact your Detroit at Work Career Coach)</i>			

TRAINING EXPERIENCE

Number of Weeks:	17	Number of Total Hours	280
Schedule:	Monday- Thursday: 9:00am-1pm or 2pm-6pm	Training Delivery:	Online
Maximum number of students in each class:	30	Number of students for each instructor:	25:1
Is there an exam required at the end of the training?		☒ Yes	☐ No

PERFORMANCE

Percentage of students who complete the training program. (Completion Rate)	97%
Percentage of graduates who are placed in employment related to their training within 120 days of completing the program. (Training Related Placement Rate)	86%
Percentage of students who complete the training program and earn an industry recognized certification or license. (Credential Attainment Rate*)	94%

* Credential Attainment Rates may vary depending on information submitted.

PROGRAM COMPLETION

Credentials graduates earn.	CompTIA A+, Microsoft AB-900, Azure Active Directory
Occupations graduates will be prepared to enter.	Computer User Support Specialist, IT Support Specialist, Help Desk Technician / Service Desk Analyst (Tier 1–2), Desktop Support Technician
Average wage of graduates in these occupations.	\$37,440 - \$60,320 per year

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