



Information Technology Training Courses

All IT Training courses are taught at the Goodwill Opportunity Campus, located at 5301 Wilkinson Boulevard in Charlotte. If you are interested in enrolling in a course please visit the Goodwill Opportunity Campus.

FUNDAMENTALS OF IT (F.I.T.)

Enrollment Due

Class Starts*

Sunday, May 26	Monday, June 10
Sunday, August 25	Monday, September 9

**additional classes TBD*

Course Length: 8 weeks

Type of Learning: Classroom and online training

When: Online training two to four evenings per week. Class meets in person Saturday mornings. (See Goodwill team member or goodwillsp.org for details.)

Qualifications:

- Completed IT career assessments
- High school diploma or GED
- Be at least 18 years old
- Register as a Goodwill client
- Have a valid picture ID

Description:

This course provides an overview of technology concepts, as well as exposure to various career tracks in Information Technology (IT). This free training course prepares participants for entry-level positions giving technical assistance to users. You will learn core technology concepts that are in demand today by businesses around the world, explore a variety of career paths in technology and build a solid foundation to prepare for intermediate technology studies in Windows Operating System, Networking, Database and Software Development.

WEB DEVELOPMENT

Start Date: Aug. & Nov. start dates TBD

Course Length: 13 weeks

When: Class meets in person twice a week on Tuesdays and Thursdays from 6:30 – 8:30 p.m.

Type of Learning: Classroom

Qualifications:

- Completed Fundamental of IT (F.I.T.) class
- High school diploma or GED
- Ability to prioritize work and adjust to rapidly changing requirements and demands
- Advanced written and verbal communication skills
- Excellent organizational, document management and team leadership skills
- Strong technical aptitude, comfort with integrations and writing out business requirements for IT
- Strong Windows Operating Systems/Microsoft Office skills
- Typing: more than 25 words per minute

Description:

This free web development training course, taught in partnership with Mission Code, will be taught using a delivery-based curriculum. Students will learn HTML, CSS, Bootstrap, Java (and React/Angular) and how to create a website with a due date for business partners. Students can expect to have a finished product, be able to demonstrate their development methodology, and articulate their role within their project teams.

SALESFORCE ACADEMY

Start Date: Aug. & Nov. start dates TBD

Course Length: 10 weeks

Type of Learning: Classroom

When: Class meets in person twice a week on Mondays and Thursdays from 6 – 8:30 p.m.

Qualifications:

- Completed Fundamental of IT (F.I.T.) class
- High school diploma or GED
- Typing: 25 words per minute
- Ability to be seated for more than one hour in front of a computer screen

Description:

This Salesforce training course teaches participants to analyze and manage an organization's operations in the Salesforce CRM (Customer Relationship Management) database. In this Salesforce certification training course, students will learn to manage users, data and security; maintain and customize Sales Cloud and Service Cloud applications; and build reports, dashboards and workflows. This course will be taught by a seasoned Salesforce administrator and consultant.

Certificates received upon completion:

- Salesforce Certified Administrator

QUALITY ASSURANCE ENGINEERING

Start Date: Aug. & Nov. start dates TBD

Course Length: 10 weeks

Type of Learning: Classroom and online training

When: Class meets in person twice a week – Wednesdays from 6 – 8:30 p.m. and Saturdays from 8:30 – 11 a.m. – and the rest is online

Qualifications:

- Completed Fundamental of IT (F.I.T.) class
- High school diploma or GED
- 18 years or older
- Must be a U.S. citizen or legal immigrant
- Must be able to commit to eight weeks of full-time learning

Add-ons: SQL, Webservices and Mobile testing concepts

Description:

This course, taught in partnership with Carolina Softech, will allow students to understand various concepts of Quality Assurance Testing. You will be able to master the different testing options such as Unit Testing, Integration Testing, Functional Testing, System Testing, Regression and more. You will not only learn the software testing lifecycle but will also learn project management methodologies of SDLC, such as the Waterfall and Agile models. You will be able to deploy and run various types of test cases, troubleshoot quality control lacks and more. You will be able to concentrate on the quality of the product/service you would be providing to your customers during or after the implementation of software, and you will learn how to deliver services that are in-demand throughout various industries.

IT-READY: COMPTIA A+/HELPDESK SUPPORT

Start Date: Mon., July 8; Mon., Sept. 23

Course Length: 8 weeks

Type of Learning: Classroom

When: Class meets in person Monday – Friday, 9 a.m. – 4 p.m.

Qualifications:

- High school diploma or GED
- 18 years or older
- Must be a U.S. citizen or legal immigrant
- Must be able to commit to eight weeks of full-time learning

To enroll in this course, complete the online application at www.creatingITfutures.org/apply.

Description:

This free help desk training course, taught in partnership with Creating IT Futures and sponsored by TEKsystems, teaches participants about installing and upgrading operating systems, installing and imaging virtual machines, data storage, peripheral devices, safety and maintenance, assembly and disassembly of hardware, computer networking, Internet security and troubleshooting. Participants who enroll in our classroom-based help desk training program learn material to help them successfully pass both parts of the CompTIA A+ certification exam.

The enrollment process for the IT-Ready: CompTIA A+ course is different than our other IT Training courses.

Certificates Received Upon Completion:

CompTIA A+ (upon passing 901 & 902 exams)

IT-READY: QA/SOFTWARE TESTING

Start Date: Mon., Apr. 29

Course Length: 8 weeks

Type of Learning: Classroom and online training

When: Class meets in person Monday – Friday, 9 a.m. – 4 p.m.

Qualifications:

- High school diploma or GED
- 18 years or older
- Must be a U.S. citizen or legal immigrant
- Must be able to commit to eight weeks of full-time learning

To enroll in this course, complete the online application at www.creatingITfutures.org/apply.

Description:

In this course, taught in partnership with Creating IT Futures, students will learn the foundational skills to become a software tester. By graduation, students will understand what's required to test and support software throughout its life cycle, principles of test design, risk management, agile development and identifying best practices for mobile software testing. Students also will get instruction in project management and soft skills, such as professional communication and presentation, teamwork and collaboration, and critical thinking and problem-solving. Graduates will be introduced to local employers for open full-time IT positions.

The enrollment process for the IT-Ready: QA/Software Testing course is different than our other IT training courses.

Certificates received upon completion:

Certified Tester Foundation Level (CTFL), Certified Tester Foundation Level Agile Tester (CTFL-AT), Certified Mobile Tester, CompTIA Project+