

Vidya Vikas Education Society's
Vikas College Of Arts Science & Commerce
Report on Addon courses at Vikas College of Arts, Science & Commerce in
Collaboration with AspireForHer NGO for 'Grow with Google' Program for the
Academic Year 2022-2023

Vikas College of Arts, Science & Commerce has partnered with AspireForHer NGO, which, in collaboration with Google, launched the "Grow with Google Professional Certification Program." This initiative, in association with Nasscom Foundation, offers students the opportunity to gain industry-relevant skills through professional training designed by Google, at no cost.

The program not only helps students upskill in in-demand areas but also awards a verified Google certificate upon completion, significantly enhancing their resumes. Additionally, students who complete the program may get the opportunity to be placed in leading companies.

To assist students in navigating the enrolment process and understanding the course offerings, a short orientation session was organized on March 16, 2022. During this session, students were guided on how these certifications would make them stand out in the job market.

The "Grow with Google" program provides a choice of five specializations:

1. Data Analytics
2. IT Support
3. IT Automation
4. UX Design
5. Project Management

Students can learn at their own pace, complete the modules, quizzes, and assignments, and earn a prestigious Google certification, positioning themselves for success in the industry.

Name of the program: Technical Support Fundamentals





Date:

- Students can complete the certification program at their convenience, with the flexibility to choose **different dates** that fit their schedules.

- They have the freedom to log in and access video lectures anytime, from anywhere, ensuring a seamless learning experience that adapts to their needs.

List of students participated and completed the course:

Vidya Vikas Education Society's
Vikas College of Arts, Science & Commerce
Students Enrollment list of: Technical Support Fundamentals
A.Y. 2022-23

Sr. No.	Name of Students	Sign
1.	Durgesh Raut	
2.	Sumit sangare	
3.	Anuj Dhuriya	
4.	Ritesh Yadav	


Coordinator Ad i-on Courses

Curriculum:

- **Understanding IT Infrastructure:** Learn about the components of IT systems, including hardware, software, networks, and operating systems
- **Troubleshooting Techniques:** Explore systematic approaches to diagnosing and resolving technical issues, including problem identification and root cause analysis.
- **Customer Service Skills:** Develop effective communication skills, active listening, and empathy to enhance interactions with users and clients
- **Remote Support Tools:** Familiarize yourself with tools and software used for remote troubleshooting and support, including ticketing systems and remote access software.
- **Documentation and Knowledge Management:** Learn the importance of documenting issues, solutions, and creating knowledge bases for efficient technical support processes.

Duration:

- 1.The program spanned 8 months and comprised five distinct modules, offering a well-structured timeframe for comprehensive learning.
2. Completion of the program depends on each individual student's pace, allowing them to finish the course as per their own schedule within the given time

MODEL CERTIFICATE OF THE STUDENTS



EVALUATION

For evaluation, students must secure a minimum of 50% to be eligible for certification. In case they do not achieve the required score, they are given the opportunity to retake the test, ensuring that all students have a fair chance to succeed