**English for Information Technology: I & II UpSkilling Program (Bilingüe)**

**Description**: This is a preparation program for English in the context of IT. The program focuses on terminology and phrases used in technical fields such as IT Technician, IT Support Specialist, Cloud Support, and Cybersecurity. It covers grammar, vocabulary, reading, and listening exercises to equip you with the English language skills valued in IT. Developed in collaboration with certified learning sources, the English for IT series is targeted at learners with at least B2-level English proficiency (Upper Intermediate) and is designed to take you to an advanced level. By completing the program, you will develop both English proficiency and technical knowledge. You can then prepare for the Upskilling Development path and embark on your journey to sharpen your English language skills.

Additionally, the program incorporates real case studies and the use of various tools to provide practical, hands-on experience. Learners will benefit from the guidance of an experienced educator who will offer expert insights throughout the program. Furthermore, participants will have access to premium materials to reinforce the skills acquired during the program.

**Features:**

**IT Fundamentals: Building a Strong Foundation**

* Grammar: The Passive Voice
* Vocabulary: Common IT Terminology
* Concepts: Introduction to Ticketing systems
* Grammar: Present Simple vs. Present Continuous

**Networking Basics: Understanding Connectivity**

* Grammar: The Emphatic “do”
* Concepts: Network Engineer Concepts and Home Labs
* Practical Skills: Packet Tracer Hands-On Practice
* Grammar: Dependent Prepositions
* Listening: Conversations with Network Engineers
* Reading: Case Studies on Network Implementations

**Cybersecurity Essentials: Protecting Information**

* Concepts: Cybersecurity Threats
* Grammar: Modal Verbs (Suggest & Advise)
* Best Practices: Cybersecurity Best Practices
* Listening: Interviews with Cybersecurity Experts
* Reading: Recent Cybersecurity Incidents and Responses
* Practical Skills: Basic Cybersecurity Tools and Techniques

**Cloud Computing: Exploring the Future**

* Grammar: Adverbs with Polite Requests
* Concepts: Cloud Services Overview
* Grammar: Idioms
* Cloud Computing: Cloud Deployment Models
* Listening: Cloud Computing Case Studies
* Reading: Benefits and Challenges of Cloud Adoption
* Practical Skills: Setting Up a Basic Cloud Environment

**IT Support: Solving Problems Efficiently**

* Grammar: The Imperative Instruction
* Grammar: Adverbs of Possibility
* Grammar: Adverbs of Probability
* Techniques: Troubleshooting Techniques
* Listening: IT Support Scenarios
* Reading: Effective Communication in IT Support
* Practical Skills: Common IT Support Tools and Software
* **Learning Material:**
  + **Additional Material:** Comprehensive resources to deepen your understanding of IT support concepts.
  + **Tips:** Practical advice and best practices for handling common IT issues efficiently.
  + **User Guides:** Step-by-step instructions for various software and hardware troubleshooting tasks.
  + **Frequently Asked Questions (FAQs):** Answers to common queries to help you quickly resolve issues.
  + **Real Case Scenarios:** Detailed examples of real-world IT professional challenges and solutions.
  + **Extra Study Material:** Supplementary resources to reinforce learning and prepare for future certification exams.
* **Target Audience:**
  + Aspiring IT Helpdesk Technicians
  + Current IT professionals looking to enhance their skills.
  + Individuals interested in IT support roles.
* **Course Duration:**
  + 1 Month (Pre-Introduction)
* **Prerequisites:**
  + Basic understanding of computer systems.
  + Familiarity with Windows operating systems.
* **Certification:**
  + Upon successful completion of the four-module series in this program, participants will receive a certification as an English for Information Technology: I & II.

