



CRYWOLF



Authorized
Training Center

APPLE CERTIFIED TRAINING

Course Outline

Apple Certified Macintosh Technician Certification Training

Apple Certified Macintosh Technician (ACMT) certification verifies the ability to perform basic troubleshooting and repair of both desktop and portable Macintosh systems, such as iMac and MacBook Pro. ACMT certification exams emphasize identifying and resolving common Mac OS X problems, and using Apple Service and Support products and practices to effectively repair Apple hardware.

Who Should Seek ACMT Certification?

ACMT certification is intended for technicians employed by an Apple Authorized Service Provider (AASP) or Self Servicing Account (SSA), or for persons motivated to demonstrate their knowledge of technician-level service and support skills. For persons not employed by an AASP or SSA, attaining ACMT certification verifies skills and knowledge that may be sought by a prospective employer, e.g. an Apple Reseller or a self-servicing entity such as a school system.

Please note - ACMT certification by itself does not authorize a technician to perform repairs on Apple products. Information on becoming authorized for servicing Apple products can be found at: apple.com/support/programs

How Long Is ACMT Certification Valid?

ACMT certification is valid for one year from the date of certification. Apple requires technicians employed by AASPs or SSAs to re-certify annually in order to repair in-warranty desktop products. Persons not employed by an AASP or SSA are not required to re-certify, however, Apple recommends that people stay current with their certifications by taking the annual re-certification exams:

(910-008) ACMT Hardware Certification Exam

This exam has **TWO** separately-scored sections that must be individually passed in order to pass the entire exam. This is in addition to the overall passing score:

- ESD Precautions is must-pass (4 of 5 correct to pass)
- Technician Safety is must-pass (4 of 5 correct to pass)

If you do not pass **BOTH** of these must-pass sections, you will not pass the exam, **even if your score report appears to contain a passing score.**

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(9L0-008) ACMT Macintosh Service Certification Exam – Sections and Topics

Classroom Training - On average there are 2-1/2 days assigned to classroom training covering the following topics:

- Basic Computer Theory and Terms
- Underlying Technologies
- References
- Diagnostics
- Hardware Tools
- Troubleshooting Theory
- ESD Precautions – 5 items – MUST PASS 4 OUT OF 5 OR 80%
- Technician Safety – 5 items – MUST PASS 4 OUT OF 5 OR 80%
- Power Management
- Liquid Crystal Displays
- Hardware Service Issues
- Wireless Networking
- Identifying Accidental Damage
- Apple Ethics
- Take-aparts and Troubleshooting

There are approximately 2-1/2 days set aside for Take-apart and Troubleshooting Training including the following equipment. Other equipment is available upon written request prior to the training:

Mac mini, iMac, Mac Pro, MacBook, MacBook Air, MacBook Pro

(9L0-062) ACMT MAC OS X v10.6 Troubleshooting Exam – Sections and Topics
Successful completion of the Mac OS X v10.6 Troubleshooting Exam fulfills the OS requirement for Apple Certified Macintosh Technician (ACMT) certification. Two days are scheduled for preparation for the OS T/S exam. The class structure is a mixture of Classroom instruction mixed with hands on exercises and discussion.

- Features and Requirements
- Installation
- Startup
- File System
- Application Environment
- Accounts and Permissions
- Time Machine
- Troubleshooting Networks
- Additional Troubleshooting Tips
- Tools and Techniques
- Troubleshooting with Preferences
- Troubleshooting Practice

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