

# Developing the Next Generation of Wireless Experts

Unlock the skills and knowledge your staff or students need to excel in the wireless device industry. WISE Certification provides industry-recognized credentials in Chromebooks, Tablets and Smartphones repair — ideal for any background or skill level.

## Why WISE?

WISE is the industry-recognized standard certification that qualifies technicians have the essential skills and knowledge to excel in repairing Chromebooks, Tablets and Smartphones.



## WISE Certification is the Key Credential for Schools



Running an  
in-house repair  
program



Starting a  
repair program



Utilizing staff to  
repair devices



Equipping teachers  
to teach a repair  
program



Preparing students  
for the workforce  
of tomorrow

## Scalable In-house Device Repair Program Options

1

### Staff-Led Repairs

IT staff or teachers  
handle all repairs.

2

### Student-Led Repairs

Students perform repairs  
and rotate through roles  
(repair, customer service,  
management). Teacher  
or IT staff supervises.

3

### Collaborative Student-Led

Teacher facilitates learning  
and manages the class.  
IT technician oversees  
repair quality and safety,  
while students are  
responsible for the repairs.

## Study Guide and Curriculum



Fundamentals  
of a Device



Safety and  
Best Practices



Proper Usage  
of Tools



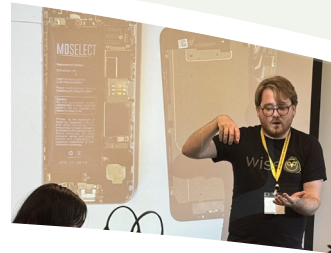
Customer Service  
Skills

### Online Chromebook Knowledge Exam

The Level 1 Knowledge Exam for Chromebooks is a 45-question assessment that tests foundational device repair knowledge and introductory-level curriculum outlined in the *WISE Technician Certification Study Guide for Chromebook Repair*. To qualify for repairing or troubleshooting Chromebook issues without physically opening the device, users must pass the exam with a score of at least 70%.

### Online Smartphone & Tablets Knowledge Exam

The Level 1 Knowledge Exam for Smartphones & Tablets is a 65-question assessment that tests foundational device repair knowledge and introductory-level curriculum outlined in the *WISE Technician Certification Study Guide for Smartphone & Tablet Repair*. To qualify for repairing or troubleshooting smartphone and tablet issues without physically opening the device, users must pass the exam with a score of at least 70%.



## Empower your team for tomorrow

Unlock the skills and knowledge your learners need to excel in the wireless device industry. Take the next step toward excellence with WISE Certification today.

[programs@wisecertification.com](mailto:programs@wisecertification.com) | [education.wisecertification.com](https://www.wisecertification.com/education)

## Student-led Program

USE CASE: OAKLAND, CA

**\$60**  
AVERAGE REPAIR COST



**\$240**  
POTENTIAL PROGRAM SAVINGS

**\$767,520**  
3,198 REPAIRED | SUMMER 2024



**\$201,600**  
840 REPAIRED | FALL 2024

\*STATS FROM SAMANTHA NUNEZ | OAKLAND UNIFIED SCHOOL DISTRICT

