

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



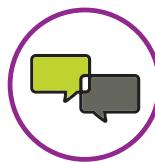
Fundamentals of a Device



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%.

Student-led Program

USE CASE: OAKLAND, CA

\$60
AVERAGE REPAIR COST

VS.

\$300 NEW CHROMEBOOK PURCHASE

\$240

POTENTIAL PROGRAM SAVINGS

\$767,520

3,198 REPAIRED | SUMMER 2024

≈ \$1M
SCHOOL SAVINGS
IN 6 MOS.

\$201,600

840 REPAIRED | FALL 2024

*STATS FROM SAMANTHA NUNEZ | OAKLAND UNIFIED SCHOOL DISTRICT



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.

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