



Certificate in Technical Support

Introduction:

A Qualifying learner at this level will be a well-rounded entry-level Systems Support professional with a good fundamental knowledge of the Information Technology field, coupled with interpersonal and business skills, allowing for specialisation in one of the following Systems Support fields:

- Hardware and Infrastructure Support for Personal Computers
- Hardware and Infrastructure Support for Office Products
- Data Communications and Networking

(and any new field not specified yet, allowing for new specialisations in this area)

Your career as:

- Help Desk Officer,
- Computer Technician
- Hardware Support Specialist
- Network Technician

Programme entrance criteria:

- Must know the basics of a computer.
- Must have a standard eight or higher certificate.
- Experience in IT will be an advantage.

Curriculum

End User Computing Vol1	
End User Computing Vol2	
Helpdesk Technology	
Network Support Technician Vol1	
Network Support Technician Vol2	
PC Support Technician Hardware Vol1	
PC Support Technical Hardware Vol2	
Advanced Operating Systems Concepts	
PC Support Technician Software Vol1	
PC Support Technician Software Vol2	
Self development Vol 1	
Self development Vol 2	



Programme Material

- All books and stationery will be provided.

Lectures

- Learner-focused training will be given.

Graduation Criteria

- Learners must adhere to the rules of the college.
- Learners must hand in all assignments and tutorials.

Qualification

- National certificate in Technical Support.