

FETC: Technical Support - NQF Level 4

Duration: 12 Months

Audience: National Qualification in PC & Network Support

Delivery Method: Instructor (Classroom)

Admission Requirements: Grade 12 with Maths, End User Computing

National Computer College

Lexoria Building

Cnr Merriman & Joubert Str

Vereeniging

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mictseta

Accelerating quality skills towards an information savvy society

Accreditation no: ACC/2009/07/587

Media, Information and Communication Technologies
Sector Education and Training Authority

At Course Completion:

After completing this course, students will be able to

- The Ability to install, troubleshoot & repair a desktop computer
- The Ability to install, troubleshoot & repair a standard Operating System
- The Ability to use & configure Windows Operating System
- The Ability to build, troubleshoot & repair computer systems
- The Ability to install, operate & troubleshoot a small to medium size network

Course Content:

IT Management Foundation

Communicate effectively in a Technical Support

Environment

Mathematical Literacy

Computer Technology Principals & Support

Data Communications & Networking Support

Assessment of program:

Assessment is conducted as both Formative Assessment & Summative Assessment.

The Formative Assessment is covered as a Continuous Assessment Test & compilation of a Portfolio of Evidence (POE) by the learner.

The Summative Assessment takes place as a National Summative.

It is compulsory for all learners to complete.