



FETC: Technical Support - NQF Level 4

Duration:	12 Months
Audience:	Wanting to have a National Qualification in PC & Network Support
Delivery Method:	Instructor (Classroom)
Admission Requirements:	Grade 12 with Maths & End User Computing

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.

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