



## FETC: Technical Support - NQF Level 4

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

### 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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