

National Certification: Information Technology: Technical Support

This qualification was developed to educate technically inclined individuals for the technology sector and has been declared the baseline certification. Learn how to fix, upgrade, install and network personal computers. This course provides you with comprehensive knowledge on various troubleshooting and installation techniques. The qualification is aligned internationally with CompTIA's A+, Security+ and N+ Certification programmes. Candidates completing this certification will be eligible to undertake the CompTIA examinations via a VUE testing centre.

Campus for delivering the Qualification:

2nd Floor, 408 West Street, Durban, 4001.

Minimum Entry Requirements: None

Delivery Mode: Instructor Led

Language Policy: English

SAQA ID: 78964 **{Specialization in Networking}**

NQF Level: 4

Credits: 163



Delivery Days:

Full Time: Monday to Friday (8:30am – 12:00pm & 12:00pm – 3:30pm) Part-Time: Only on Saturday (8:30am – 12:30pm)

Course Curriculum

Module 1: Core /Advanced PC Hardware (*Upgrade, repair, install, troubleshoot and maintain the hardware components of the computer system.*)

Module 2: Operating System / System Software (*Install and configure operating systems and user applications*)

Module 3: Networking Fundamentals – (*Install and Maintain networks*)

Module 4: Designing and Implementing Security Solutions*

Module 5: Web Development using HTML and Hosting*

Module 6: Business Numeracy

Module 7: Language and Communication

