Faculty of
Information Technology

Eduvos
Your Education. Your Future

Short Learning Programme in Technical Support

Mode and duration

Contact
Full-Time (Campus)
- Minimum: 7 months
- Maximum: 3 years

Part-Time (Campus)
- Minimum: 14 months
- Maximum: 5 years

Programme description

The specialised Short Learning Programme in Technical Support is intensive and career orientated. Opening the door to tomorrow's world of work, it acts as a powerful launchpad to further studies in any of our Higher Certificates in Information Systems (IS). Build the knowledge and skills for work in a range of technical or support functions in the IT industry.

This Short Learning Programme provides you with a sound theoretical foundation of, and practical experience in operating system, computer systems and networking. The emphasis throughout is on technical application and on identifying and solving hardware-related problems.

The core subject areas include A+, Network+ and Windows Server. You also cover two broad topics that will be useful in any computer and business environment, namely Computer Literacy and Personal Skills Development.

The success of our Short Learning Programmes rests on our unique Mastery Learning Methodology (MLM). This modular self-directed learning approach gives you the flexibility to start and progress through the programme at a pace that best suits you.

This learning methodology, together with our cutting-edge facilities such as computer labs, IS open learning areas, hardware pods and smart pods, will prepare you for the real IT work environment of the future.

What's more, you will start developing essential skills for the workplace, especially for the IT industry, such as analysing and solving real problems, applying logic, being innovative and adaptable, collaborating in team situations and communicating effectively.

Entry requirements

1. South African National Senior Certificate (NSC) with Bachelor's degree, Diploma or Higher Certificate endorsement.
2. Or a National Certificate (Vocational) level 4 issued by the Council of General and Further Education and Training with Bachelor's degree, Diploma or Higher Certificate endorsement.
3. Or a Certificate of evaluation on a minimum NQF level 4 for foreign qualification confirmed by SAQA.
4. Or a letter or certificate confirming an exemption from Universities South Africa (USAf) for any other school-leaving results.
5. Or completion of a Bachelor's degree, Diploma, Higher Certificate or equivalent.

Programme accreditation

- It is an Eduvos programme with modules that may articulate into the accredited Higher Certificates in Information Systems (Internet Development, Engineering and Software Development), at NQF level 5.
- This Short Learning Programme is not accredited by the Higher Education Quality Committee (HEQC), nor is it registered with the South African Qualifications Authority (SAQA). However, the modules within the Short Learning Programme contain the accredited NQF level 5 modules which allows for direct articulation into the full qualifications.
- Eduvos is a proud CompTIA (Computing Technology Information Association) partner. Due to this partnership with CompTIA, students who opt for the Short Learning Programme in Technical Support, will qualify to attempt the A+ and Network+ CompTIA certification exams at partner pricing *.

* This is applicable only for the first sitting and the CompTIA certification exam fees are added to the course fee.

This programme is offered at the following campuses:

- Bedfordview
- Bloemfontein
- Claremont
- Durban
- East London
- Mbombela
- Midrand
- Nelson Mandela Bay
- Potchefstroom
- Pretoria
- Tyger Valley
- Vanderbijlpark

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Programme structure

Year 1

- A+ *
- Computer Literacy (Microsoft)
- Hyper-V Fundamentals
- Linux Operating System
- Network+ *
- Personal Skills Development
- Windows Server
- Wireless Networks And Security

* Students may opt to receive/attempt/receive (CompTIA Certification Voucher)

Possible career options

Step into the world of computer systems.

The career choices for you, as a Short Learning Technical Support graduate, include junior positions in:

- Network Administration
- IT Support

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Module Descriptors

A+
The module provides students with a foundation for building, supporting, and upgrading computer hardware devices, peripherals and basic networks and an understanding of how to provide customer support. Students will be able to describe the function of and identify all the internal and external components of desktop and portable computers, recommend and build a custom computer system for end users, disassemble, and reassemble a computer system, set up a printer, perform common maintenance procedures, practise proper safety procedures, and interact with customers in a professional manner. The fundamental principles of networking and the internet will also be explored.

Computer Literacy (Microsoft)
Computer literacy is the ability to effectively use technology to perform work. This skill is fundamental to successful employment within the knowledge economy. The purpose of this module is to prepare the student to use applications essential in the workplace. In addition, an information systems student must become familiar with the basic structure of a computer and how it works. This module will discuss how the Internet and personal portable computing have shaped the way in which work is performed today.

Hyper-V Fundamentals
The aim of this module is to teach students the main purpose of virtualisation, which is to handle workloads by fundamentally changing conventional computing to make it more scalable.

Linux Operating System
In this module students will examine the origins of the Linux operating system. They will look at the procedures necessary to install and configure Linux onto a computer, as well as logging in and out of Linux. In addition, students will be introduced to and become familiar with the GNOME desktop environment. They will develop skills and knowledge to enable them to use the powerful command line interface and explore files and directories. This module also deals with the role and function of the text editor, as well as working with directories and files using the Linux operating system terminal and commands. The final section of the module looks at developing skills to redirect input and output as well as controlling Linux operating system processes.

Network+
This module explores the diverse subject of networking, looking at types of networks, the structure of networks, how models explain how data travels over networks, the different media used to carry data, the different devices used to move data, the underlying principles of protocols, addressing schemes, services and standards, and the tools and techniques used to manage, monitor, troubleshoot and secure networking systems.

Personal Skills Development
Personal Skills Development implies professional and personal growth in knowledge and skills. Personal Skills Development embraces a range of practical and transferable skills that can be applied within higher education and in the workplace. By conducting case studies, role play and real-life activities, the student should be able to improve their own learning, be involved in team work and be more capable of solving problems. The rationale behind this module is to expose the student to softer skills that are critical in the workplace and in higher education. This module attempts to encapsulate a range of key and common skills and deliver this information in a dynamic learning environment.

Windows Server
This module is for the student who wants to start a career as a junior network administrator and wants to operate and manage a given network and its systems, and is seeking a grounding in the fundamentals of using and managing Windows Servers, or is already working as a network administrator and wants to fill in some gaps on fundamental Windows Server topics.

Wireless Networks And Security
This module will develop the student's understanding of the basics of wireless architecture. Students will learn the technologies, devices, standards, security and advancements to wireless technologies. Students will be able to identify wireless specifications and standards, and will be able to perform simple calculations and site surveys. The operation, configuration and installation of wireless equipment will help students gain a better understanding of today's wireless network requirements. Basic troubleshooting techniques will prepare the student for current and future wireless-related problem-solving scenarios. This module provides the knowledge for students to make appropriate judgements when planning and designing a new wireless network.