



Short Learning Programme in Technical Support.

🕒 Programme duration

Mastery Learning Methodology (MLM) Mode of Study

Full-Time

Minimum: 7 months
Maximum: 3 years

Part-Time

Minimum: 18 months
Maximum: 5 years

☰ Qualification 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 selfdirected 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

• South African National Senior Certificate (NSC) with Bachelor's degree, Diploma or Higher Certificate endorsement.

• 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.

• Or a Certificate of evaluation on a minimum NQF level 4 for foreign qualification confirmed by SAQA.

• Or a letter or certificate confirming an exemption from Universities South Africa (USAf) for any other School leaving results.

• Or a Completion of a Bachelor's degree, Diploma, Higher Certificate or equivalent.

📁 Possible career options

Step into the world of computer systems.

The career choices for you, as a Short Learning Programme in IT Engineering graduate, include junior positions in:

- Network administration
- IT support



Short Learning Programme in Technical Support.

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 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 qualification is offered at the following campuses:

- Selected Eduvos Campuses

Qualification structure

- Computer Literacy (Microsoft)
- Personal Skills Development
- A+
- Network+
- Linux Operating System
- Windows Server
- Hyper-V Fundamentals
- Wireless Networks and Security
- Final – Information Technology Engineering