



HERITAGE COMMUNITY COLLEGE
VESTRI POSTERUS SATUS HIC

Program Outline

Network Support Administrator Diploma

Brief Program Description	<p>This Network Support Administrator Diploma program gives the students hands-on critical networking skill that employers demand. Graduates will have an understanding of communication and support training, students receive training on popular operating systems including Microsoft Windows 10 and Microsoft Windows Servers. They will be able to be employed by commercial and industrial establishments, government departments, and technology firms or consulting businesses.</p>
NOC Code	<p>2281 Computer network technicians & 2282 User support technicians</p>
Career Opportunities	<p>Upon completion of the program, graduates can work as computer network administrators or below occupations list:</p> <ul style="list-style-type: none">• computer network technicians' supervisor• data center operator• Internet Web site technician• local area network (LAN) administrator• local area network (LAN) technician• network administrator• network support technician• system administrator• Web technician
Admission Requirements	<ul style="list-style-type: none">• Grade 12/GED or equivalent• International students, for language proficiency, require IELTS at least 5.5 band or Canadian Language Benchmark Test level 6 or college's ESC Program.
Required Textbooks	<p>List of textbooks are listed within each course outline</p>



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Equipment required
for this Program

- White board,
- Overhead projector,
- Lecture notes,
- Computers,
- Chairs,
- Desks,
- Garbage bins,
- A4 folders
- Notepads
- Pencils
- Pens
- Highlighters
- Other office products and equipment

Program Duration

860 hours
10³/₄ months
43 weeks

Homework Hours

2-3 hrs. This is only an approximate figure and is dependent upon how much time the student can dedicate to the studies and how well he/she grasps the learning concepts in the course material.

Delivery Methods

Indicate how the program is delivered.

- On-site delivery.*
 Distance delivery.
 Combined delivery (on-site and distance.)

Instructional
Methods

<i>Method of Delivery</i> <i>(reflect all methods used)</i>	<i>Contact Hours</i>
<i>Classroom (Instructor Led)</i>	240 hrs
<i>Computer Based Training</i>	540 hrs.
<i>Distance Education</i>	0 hrs
<i>Supervised Lab</i>	0 hrs
<i>Co-Op Placement</i>	80 hrs
TOTAL	860 hrs



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Learning Objectives/Outcomes The Network Support Administrator Diploma program prepares graduates for positions working in computer and network-related administration.

Graduates will have an understanding of communication and support training, students receive training on popular operating systems including Microsoft Windows 10 and Microsoft Windows Servers. They will be able to be employed by commercial and industrial establishments, government departments, and technology firms or consulting businesses.

**Student Progress/
Assessment Methods** Students will be assessed through written tests, computer-based tasks and assignments. After each lesson there will be a question paper, which needs to be completed and submitted to the tutor for marking. This method of continual assessment ensures that your tutor can consistently monitor your progress and provide you with assistance throughout the duration of the course.
Students will be required to complete 80 hrs of work experience. To qualify for work experience, students are required to maintain a minimum C grade average or higher and a minimum attendance of 85%.

Attendance Expectations 85% of classes must be attended to achieve competency for this qualification

Graduation Requirements Minimum C grade average is required for graduation

Program Organization:

Name of Course/Subject	# of Hours
SFCS100 Strategies for College Success	20
NET110 A+ Computer Technology (220-1001)	80
NET112 A+ Hardware Maintenance (220-1002)	80
NET114 Introduction to Windows Server 2016 (70-740)	80
NET116 Networking with Windows Server 2016 (70-741)	60
NET120 Networking+ Level 1 (N10-007)	60
NET122 Networking+ Level 2 (N10-007)	60
NET126 PowerShell for Windows	60



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NET132 Introduction to Linux Level 1 (XK0-004)	60
NET130 Introduction to Linux Level 2 (XK0-004)	60
NET134 Introduction to Cisco Networks (200-301)	60
NET136 Advanced Cisco Networks (200-301)	60
EMPL111 Career Employment & Strategies	40
SSPR 100 Work Experience	80
Total	860