Program Outline
Network Support Technician Diploma

Brief Program Description	This Network Support Technician 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.
NOC Code	2281 Computer network technicians & 2282 User support technicians
Career Opportunities	Upon completion of the program, graduates can work as computer network Technicians or below occupations list: • data center operator • Internet Web site technician • local area network (LAN) Technician • network support technician • system Technician
Admission Requirements	• 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	List of textbooks are listed within each course outline
Equipment required for this Program	• White board, • Overhead projector, • Lecture notes, • Computers, • Chairs, • Desks, • Garbage bins, • Notepads • Pencils • Pens • Highlighters • Other office products and equipment

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Program Duration	*480 hours*
	6 months
	24 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

Method of Delivery *(reflect all methods used)*	*Contact Hours*
Classroom (Instructor Led)	165 hrs.
Computer Based Training	315 hrs.
Distance Education	0 hrs.
Supervised Lab	0 hrs.
Co-Op Placement	0 hrs.
TOTAL	480 hrs.

Learning
Objectives/Outcomes

The Network Support Technician 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
NET120 Networking+ Level 1 (N10-007)	60
NET132 Introduction to Linux Level 1 (XK0-004)	60
NET134 Introduction to Cisco Networks (200-301)	60
EMPL111 Career Employment & Strategies	40
Total	**480**