HERITAGE COMMUNITY COLLEGE
VESTRI POSTERUS SATUS HIC

Program Outline
Network Support Administrator Diploma

Brief Program Description	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.
NOC Code	2281 Computer network technicians & 2282 User support technicians
Career Opportunities	Upon completion of the program, graduates can work as computer network administrators or below occupations list: • computer network technicians' supervisor • data centre 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	Prior to acceptance applicants must meet at least one of the following language proficiency requirements: ❖ Proof of grade 12 or equivalent. ❖ 19 years of age or older (all applicants) ❖ Evidence of Language Proficiency Requirements (evidence of one of the following): • Evidence that 3 years of full-time secondary education (Grades 8-12) have been successfully completed in the English language in a country where English is one of the principal languages. This may include successful completion of a BC Adult Graduation program. Applicants must produce transcripts as evidence of completion of grade 12 English with minimum of a "C" grade **OR** • Completion of 2 years of full-time post-secondary education at an

accredited institution where English is the language of instruction. (Applicable to a country where English is one of the principal languages.) **OR**

- Provide verified results for one of the English language proficiency tests listed below.
  Test results must be dated no more than two years before the start date of the program.
    - International English Language Testing System (IELTS) Academic: overall score of 5.5 or higher.
    - Canadian Academic English Language (CAEL) Test: overall score of 40 or higher
    - Duolingo English Test: overall score of 95 or higher
    - Test of English as a Foreign Language (TOEFL) IBT: overall score of 46 higher
    - Canadian English Language Proficiency Index Program (CELPIP): Listening 6, Speaking 6, Reading 5, and Writing 5.
    - Pearson Test of English (PTE) Academic: overall score of 43 or higher

Required Textbooks   List of textbooks are listed within each course outline

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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* *10¾ 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	*Method of Delivery (reflect all methods used)*	*Contact Hours*
	Classroom (Instructor Led)	0 hrs
	Computer Based Training	540 hrs
	Distance Education	240 hrs
	Supervised Lab	0 hrs
	Practicum	80 hrs
	TOTAL	860 hrs

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Learning Objectives/Outcomes	Upon successful completion, students will have demonstrated the ability to apply theoretical knowledge and hands-on skills in providing end-user support, including

- day-to-day administration, maintenance, and support of computer systems and networks.
- Understanding the language, grammar and syntax of a programming language through the introduction to the basic language, grammatical, and syntactical constructs and logic found in all programming languages.
- providing students a fundamental understanding of different versions of Windows Operating systems being used by industry and prepares students to support and troubleshoot networks built based on Microsoft Operating systems.
- a fundamental understanding of the most popular hardware and software technologies being employed by industry and prepares students to support and troubleshoot large complex IT deployments.
- learning how to install, configure, program and trouble shoot CISCO switches and routers.
- setting up servers, workstations and peripherals.
- installing and maintaining the network hardware and software; ensure network connectivity, perform equipment and software upgrades, ensure data integrity, and implement basic network security.
- familiarizing students with Linux Operating System where students will learn to work with both the command line and graphical interfaces of the Linux operating system. In addition, students will learn about the file system, shell programming, and system and network administration.

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 instructor for marking. This method of continual assessment ensures that your instructor 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

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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
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
WORK198 Practicum Placement	80
Total	**860**