



HERITAGE COMMUNITY COLLEGE  
VESTRI POSTERUS SATUS HIC

## Program Outline

### Network Support Technician Diploma

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Brief Program Description	<p>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.</p>
NOC Code	<p>2281 Computer network technicians &amp; 2282 User support technicians</p>
Career Opportunities	<p>Upon completion of the program, graduates can work as computer network Technicians or below occupations list:</p> <ul style="list-style-type: none"><li>• data center operator</li><li>• Internet Web site technician</li><li>• local area network (LAN) Technician</li><li>• network support technician</li><li>• system Technician</li></ul>
Admission Requirements	<p>Prior to acceptance applicants must meet at least one of the following language proficiency requirements:</p> <ul style="list-style-type: none"><li>❖ Proof of grade 12 or equivalent.</li><li>❖ 19 years of age or older (all applicants)</li><li>❖ Evidence of Language Proficiency Requirements (evidence of one of the following):</li></ul> <ul style="list-style-type: none"><li>• 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 <b>OR</b></li><li>• 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.) <b>OR</b></li></ul>



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- 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 (CELP): 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

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	<i>480 hours 6 months 24 weeks</i>	
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	<i>Indicate how the program is delivered.</i> <input checked="" type="checkbox"/> <i>On-site delivery.</i> <input type="checkbox"/> <i>Distance delivery.</i> <input type="checkbox"/> <i>Combined delivery (on-site and distance.)</i>	
Instructional Methods	<b><i>Method of Delivery (reflect all methods used)</i></b>	<b><i>Contact Hours</i></b>
	<i>Classroom (Instructor Led)</i>	0 hrs.
	<i>Computer Based Training</i>	315 hrs.
	<i>Distance Education</i>	165 hrs.
	<i>Supervised Lab</i>	0 hrs.
	<u><i>Practicum</i></u>	<u>0 hrs.</u>
	<b>TOTAL</b>	<b>480 hrs.</b>
Learning Objectives/Outcomes	<p>The Network Support Technician Diploma program prepares graduates for positions working in computer and network-related administration.</p> <p>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>	
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	



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instructor can consistently monitor your progress and provide you with assistance throughout the duration of the course.

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:**

<b>Name of Course/Subject</b>	<b># of Hours</b>
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
NET130 Introduction to Linux Level 1 (XK0-004)	60
NET134 Introduction to Cisco Networks (200-301)	60
EMPL111 Career Employment & Strategies	40
<b>Total</b>	<b>480</b>