

## ELMI CERTIFICATE: TECHNICAL SUPPORT (CompTIA A+N+)

Duration Part-Time:	65 Hours (A+) & 65 Hours (N+) (6 months)	Class Times:	17:30 – 20:00
Classes	Mon – Thu		

### IS THIS FOR ME?

Are you looking to launch or advance your career in Technical Support? Do you want to get an International Certification? This programme will allow you to join an IT team and gain hands on experience or continue your studies even further.

### WHAT IS THE CompTIA A+ and N+ Certification?

- The A+ Certification is an international entry level computer certification for PC support technicians. The programme teaches skills such as the correct setup, maintenance, troubleshooting and problem-solving of personal computers.
- The N+ Certification is the next step up from A+ and is designed to test competency in terms of network design, cabling, hardware setup, configurations, installations, support and troubleshooting.

### WHAT DO I NEED TO GET IN?

- Basic End-User skills:
  - ability to browse and search for information on the internet
  - start-up & shut down
  - log on to a computer and network
  - run programmes
  - move, copy, delete, rename files

### WHAT CERTIFICATION DO I GET?

- After you have successfully completed all modules in the programme you will receive an ELMI Short Learning Programme Certificate: Technical Support.
- There is also the option to take the external international examinations and receive CompTIA Certifications.
- This programme is not registered on the National Qualifications Framework (NQF) and is not credit bearing.

### WHAT MODULES ARE COVERED AND HOW ARE THEY ASSESSED?

Description	Assessments		Optional External Exam
	Formative	Summative	
PC Technologies (A+)	✓	✓	CompTIA 220-901 & 220-902
Network Technologies (N+)	✓	✓	CompTIA N10-006

### WHAT OPPORTUNITIES DOES IT OPEN FOR ME?

- Network Technician
- End User Support Technician
- IT Technician

### WHERE WILL THE CLASSES BE HELD?

The course will be run at our East London Campus at 231 Upper Oxford Street, Southernwood. Off-street parking is available in the evenings.



### WHAT ARE MY OPTIONS IF I WANT TO STUDY FURTHER AFTER THE COURSE?



### WHAT'S INCLUDED IN MY COURSE FEE?

- ELMI Registration fee
- Tuition material and textbooks
- Classroom Lectures and personal mentorship
- Assignments and assessments
- ELMI Kit Bag
- Access and use of ELMI computer studios after 16:00
- Marking, moderation and verification
- Access to ELMI campus events

### WHAT'S NOT INCLUDED?

- International exam fees for CompTIA Exams

### DISCLAIMER

The contents of this information sheet are subject to change without notice due to legislation, market requirements or any other reason. ELMI reserves the right to change the programme subject matter without notice. This information sheet forms part of your enrolment contract.