

# NEW ZEALAND DIPLOMA IN INFORMATION TECHNOLOGY TECHNICAL SUPPORT (LEVEL 5)

## 2019 START DATES:

28 JANUARY

4 MARCH

17 JUNE

26 AUGUST



**Computer  
PowerPlus**  
IT training specialists

Last Updated September 2018



**Want to be an IT Support Hero in the exciting world of IT?** There's currently a shortage of trained IT professionals working in this area, so the chances of getting a job are good. IT helpdesk/support technicians help prevent, identify and fix problems with computer hardware and software.

IT Support Technicians usually earn an average of **\$43K-\$60K** per year

## New Zealand Diploma in Information Technology Technical Support (Level 5)

This programme prepares students to work in a range of entry level support roles in an organisation, which may include employment in roles such as computer technician, service desk or technical support or provide a pathway to further IT related study.

Graduates will have an awareness of the IT environment, appreciate the needs of users, and be able to provide IT technical support. They will also be able to operate within the applicable professional standards and practice, as part of a team, or independently with a broad level of supervision.

After successful completion of the Diploma students can choose to advance to one of three Level 6 Diplomas:

- NZ Diploma in Software Development (Level 6)
- NZ Diploma in Systems Administration (Level 6)
- NZ Diploma in Networking (Level 6)

### Duration:

34 weeks full-time + 6 weeks study break\*  
20 hours on campus/week + 15 hours/week home study

68 weeks part-time + 12 weeks study break\*  
10 hours on campus/week + 7.5 hours/week home study

### 2019 Fees

\$6,797 + \$500 Enrolment fee

International: \$17,088 + \$500 Enrolment fee (to be confirmed for 2019)

(This NZQA approved diploma qualifies for StudyLink Student Allowances and Loans)

\* Study breaks are taken between each course.

## PROGRAMME OVERVIEW

This Diploma is a 120 credit programme, consisting of eight x 15 credit courses.

Courses start every 5 weeks. The first 20 working days are the study days on the course. The last 5 days include a day each for revision and the final assessment, and holidays.

- IT Systems
- Data Handling & Web Concepts
- Professional Practice
- Programming Principles
- Computer Servicing Skills
- Operating Systems
- Networking
- Systems Administration and Management



## Campus Study Shifts

Morning: 7:30 am - 12:30 pm, Monday to Thursday

Afternoon: 1:00 pm - 6:00 pm, Monday to Thursday

Evening: 6:00 pm - 10:00 pm, Monday to Thursday\*

Saturday: 8 am - 1 pm (9 am - 1 pm Auckland Campus)

## Entry Requirements:

A minimum of 42 credits at NCEA Level 3, including 14 credits in Digital Technologies or Computing AND a minimum of 10 credits in Maths AND 10 credits in English at Level 2 or above, OR equivalent knowledge, skills and experience. [If you do not have the above NCEA Level 3 credits or equivalent computing-related qualification, you can take our online Skills and Knowledge Assessment.](#)

Contact us at [info@cpp.ac.nz](mailto:info@cpp.ac.nz)

## Diploma learning outcomes:

Graduates will be able to:

- Select, install and configure IT hardware and systems software to meet organisational requirements
- Apply a broad operational knowledge of networking, and associated services and technologies to meet typical organisational requirements.
- Configure and administer systems and applications to meet typical organisational IT support requirements.
- Apply a broad operational knowledge of database administration to meet typical organisational data storage and retrieval requirements.
- Troubleshoot and resolve a range of common system problems using appropriate tools and procedures.
- Identify common issues related to IT security and apply a range of solutions.
- Demonstrate an operational knowledge and understanding of IT service management to meet typical organisational customer service requirements.

## Core IT Skills:

- Apply the fundamentals of information systems concepts and practice to support and enhance organisational processes and systems.
- Apply the fundamentals of interaction design concepts and practice to enhance interface design.
- Apply the principles of software development to create simple working applications.
- Apply professional, legal, and ethical principles and practices in a socially responsible manner as an emerging IT professional.
- Apply communication, personal and interpersonal skills to enhance effectiveness in an IT role.
- Use problem-solving and decision-making techniques to provide innovative and timely Information Technology outcomes.

\* Christchurch Campus does not have a Thursday evening shift.

## OUR APPROACH TO LEARNING AND TEACHING

The self-paced<sup>+</sup> and blended-learning environment offered by Computer Power Plus allows you to take control of your own learning, while being supplemented with experienced tutor support.

The necessary on-site hardware/software and software for home computers are available for students to practise what they are learning. Students will also have workshop time to practise their skills.

As an applied programme of study, student learning is generated from learning guides, case studies and projects. Projects offer students the chance to conduct research, write reports or develop information technology components, and work both independently and in a workshop environment. Some assignments are completed in groups.

In addition to gaining specific discipline related knowledge and skills, the programme emphasises the development of transferable soft skills that are required for success in the workplace. These include ethical and professional conduct, self-confidence, communication, people skills and teamwork.

## NEW ONLINE DELIVERY PLATFORM

Our courses will be delivered on a new and modern platform called iQualify.

This online platform has been optimised for delivery on desktop computers, tablets and smart phones, so you can continue your studies anywhere, or anytime.

iQualify allows students to carry on their studies exactly where they left off each time they login. Students can also create searchable study notes next to their course materials and share comments with other students. The platform also supports rich media content such as video and interactive quizzes.

<sup>+</sup> Students can study at their own pace, but will be required to attend group activities at scheduled times and any final assessments are held in the fifth week of each course

## Course Descriptions

### IT SYSTEMS (15 Credits)

#### Content

- Hardware concepts and components
- Software components and configuration
- Operating system concepts and configuration
- IT support concepts
- Systems security concepts and tools

#### Learning Outcomes:

1. Install and configure hardware and software components of computer architecture.
2. Configure a variety of operating systems.
3. Explain the hardware and software components of a network, including the Internet.
4. Apply the fundamentals of IT technical support concepts and practice to manage hardware and software resources to meet organisational and end user requirements.
5. Discuss a range of security concepts, tools and techniques.
6. Explain the hardware, software, and operating system components of a computer

#### Assessment:

|                  | Weight | Pass Criteria*        |
|------------------|--------|-----------------------|
| Practical Tasks  | 20%    | Achieved/Not achieved |
| Project          | 30%    | 50%                   |
| Final Assessment | 50%    | 50%                   |

### DATA HANDLING AND WEB CONCEPTS

(15 Credits)

#### Content

- Structured Query Language, to give students the skill and knowledge to use the basics of Microsoft SQL Server.
- Designing websites which gives an understanding of website design using HTML and CSS.

#### Learning Outcomes:

1. Apply the relational model of database design.
2. Employ a range of common SQL statements.
3. Analyse and solve data handling problems.
4. Design and build a website, using appropriate techniques, taking usability and communication into account.
5. Discuss the legal, ethical and security related issues surrounding gathering, storing, accessing and sharing information.
6. Test and reflect on the usability of a website focussing on its ability to communicate its content clearly.

#### Assessment:

|                      | Weight | Pass Criteria*    |
|----------------------|--------|-------------------|
| Practical Assessment | 10%    | Pass/Not achieved |
| Project              | 55%    | 50%               |
| Final Assessment     | 35%    | 50%               |

### PROFESSIONAL PRACTICE (15 Credits)

#### Content

- Legal and regulatory considerations relevant to IT
- Ethical decision-making; Ethical issues relevant to IT
- Professional conduct and codes of practice
- Personal effectiveness
- Information presentation techniques
- Business context of IT, information systems, initiation and management of IT projects.

#### Learning Outcomes:

1. Discuss legislation that relates to the Information Technology industry.
2. Explain the importance of ethical behaviour and evaluate the main ethical considerations facing Information Technology professionals.
3. Discuss the organisational context and impact of IT on business.
4. Apply information presentation skills.
5. Apply personal and interpersonal skills including, leadership, teamwork and relationship management.
6. Develop and propose a solution to meet a business need.
7. Understand role of information systems in an organisation and explain how they support organisational goals.

#### Assessment:

|                  | Weight | Pass Criteria* |
|------------------|--------|----------------|
| Practical Tasks  | 25%    | 50%            |
| Project          | 30%    | 50%            |
| Workshop         | 10%    | 50%            |
| Final Assessment | 35%    | 50%            |

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## PROGRAMMING PRINCIPLES (15 Credits)

### Content

- Creating procedural and object oriented programs using Python.
- Mathematical and logical concepts underpinning programming.

### Learning Outcomes:

1. Compare and contrast a range of design principles
2. Create, debug and test simple programs using fundamental programming constructs, principles and tools.
3. Work with both procedural and objected oriented methods.
4. Demonstrate understanding of the objectives, people involved, tasks and deliverables of each stage in the systems development life cycle.
5. Use a variety of number bases such as binary, decimal and hexadecimal

### Assessment:

|                      | Weight | Pass Criteria*    |
|----------------------|--------|-------------------|
| Project              | 50%    | 50%               |
| Practical Assessment | 20%    | Pass/Not achieved |
| Final Assessment     | 30%    | 50%               |

## COMPUTER SERVICING SKILLS (15 Credits)

### Content

- Installing and configuring systems and software
- Operational knowledge of networking
- Troubleshooting using appropriate tools and procedures

### Learning Outcomes:

1. Describe common computer architecture
2. Analyse the relationship between computer hardware and the operating system
3. Describe a range of operating systems
4. Describe a variety of networking components
5. Configure a range of network services
6. Configure and administer a range of hardware resources
7. Troubleshoot a range of problems using appropriate tools and procedures

### Assessment:

|                       | Weight | Pass Criteria*    |
|-----------------------|--------|-------------------|
| Practical Tasks       | 10%    | Pass/Not Achieved |
| Research/Presentation | 10%    | Pass/Not Achieved |
| Project               | 20%    | 50%               |
| Final Assessment      | 60%    | 50%               |

## NETWORKING (15 Credits)

### Content

- Conceptual and operational knowledge of networking
- Configuring and administering systems and applications
- Troubleshooting using appropriate tools and procedures
- Network security issues

### Learning Outcomes:

1. Explain the purpose and properties of networking components and services
2. Compare and contrast a range of networking technologies and standards
3. Configure and administer a range of networking resources
4. Troubleshoot a range of networking hardware and software problems
5. Describe a range of network security problems

### Assessment:

|                  | Weight | Pass Criteria*    |
|------------------|--------|-------------------|
| Practical Tasks  | 10%    | Pass/Not Achieved |
| Project          | 30%    | 50%               |
| Final Assessment | 60%    | 50%               |

## SYSTEMS ADMINISTRATION AND MANAGEMENT (15 Credits)

### Content

- Database management and administration
- Cloud Computing
- IT service management

### Learning Outcomes:

1. Understand and apply database management system (DBMS) concepts to administer a database
2. Create queries to manipulate a database
3. Apply DBMS optimisation, security and backups
4. Discuss virtualisation and cloud services
5. Discuss the role and responsibilities of the helpdesk team
6. Understand how IT service management operates within an established framework

### Assessment:

|                      | Weight | Pass Criteria* |
|----------------------|--------|----------------|
| Practical Assessment | 50%    | 50%            |
| Report               | 20%    | 50%            |
| Final Assessment     | 30%    | 50%            |

\* Students are required to pass each assessment to pass the course.

## OPERATING SYSTEMS (15 Credits)

### Content

- Configuring and administering systems and software
- Managing and configuring network security
- Troubleshooting using appropriate tools and procedures
- Application types
- Common computer architecture

### Learning Outcomes:

1. Configure and administer a range of software resources
2. Use graphical and command line interfaces
3. Describe organisational requirements, such as performance capacity and business continuity
4. Troubleshoot a range of software and security problems using appropriate tools and procedures
5. Describe a range of security issues and solutions such as unauthorised access, authentication and human behavior
6. Describe common network operating system architecture
7. Investigate network operating system concepts related to hardware and the operating system
8. Administer and configure a range of network hardware resources, network services and application types
9. Troubleshoot a range of networking problems using appropriate tools and procedures

### Assessment:

|                      | Weight | Pass Criteria* |
|----------------------|--------|----------------|
| Practical Assessment | 20%    | 50%            |
| Project              | 30%    | 50%            |
| Final Assessment     | 50%    | 50%            |

**Enrol today by making an appointment to see one of our friendly course advisors.**

Phone us on 0508 48 48 84 or [click here to book an appointment online](#), or email us at [info@cpp.ac.nz](mailto:info@cpp.ac.nz)

## WHAT OUR GRADUATES SAY



"CPP was really supportive in helping me find a job. They run employment preparation workshops\*\* telling how your CV and cover letters should be and also how to act in an interview. This really helped me whilst I was going through the interview process."

**Ben Forsyth – Help Desk Consultant**



"I liked being able to set my own goals with the self-directed learning model CPP uses. The employment preparation was also really helpful. This and the practical skills I gained from my course really helped me in getting my job."

**Anahera Pine – IT Help Desk**



"I really liked the self-directed learning approach that CPP uses, as it allowed me to complete my studies at my own pace. The instructors were approachable and were really into IT."

**Tim Cashman – Desktop Support Engineer**



"I found CPP a great place to study with friendly tutors and a relaxed environment. I would recommend CPP as a great starting point if you want to get into the IT Industry."

**Chris Wood – IT Asset Manager**

**\*\* Note:** Graduates that complete a Level 5 or 6 Diploma with CPP are eligible to receive job placement support from our dedicated Job Placement Consultants. This free service includes assisting you in preparing your resume and your application letters, and providing job interview training. Our Placement Consultants will also set up interviews for you and circulate your resume when appropriate.