

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

Paper descriptions:

Paper	Level	Aim	Assessments (Subject to change without notice)
IT501: Introduction to Information Technology	5	This course will provide learners with a firm foundation in Information Technology and understanding of the role, importance and the potential impact of Information and Communication Technology within diverse organisational and societal contexts.	Closed Book Exam (Case Study Based) – 9 Credits Assignment (Research Based Case Study) – 11 Credits
IT502: Systems Technology	5	This course is designed to provide hands-on experience and help students to understand how to install, build, upgrade, repair, configure, troubleshoot, optimize, diagnose and perform preventive maintenance of basic personal computer hardware and operating systems.	Assignment 1 (Practical Exam) – Individual – 10 Credits Assignment 2 (Case Study Based – Practical) – Individual – 10 Credits
IT503: I.T. Helpdesk	5	The aim of this course is to provide the learners with knowledge, skills and attitudes to resolve business and customer IT problems applying the practices and principles of helpdesk operations and service level management.	Assignment 1 (Research Based Practical) – Individual – 7 Credits Assignment 2 (Helpdesk Operations) – Individual – 13 Credits
IT504: Programming Basics	5	The aim of this course is to provide learners with the fundamental concepts and terminology of software application development and develop skills in designing and writing simple computer programs.	Closed Book Exam – Individual- 10 Credits Programming Assignment – Individual – 10 Credits
IT505: IS & OS implementation	5	This course is designed to provide students with the knowledge and skills to carry out information system and operating system implementation effectively and efficiently as per the organisational IT support requirements.	Assignment 1 (Case Study Based) – Individual – 9 Credits Assignment 2 (Research Based Case Study) – Individual – 7 Credits Assignment 3 (Practical) – Individual 4 Credits
IT506: Networking Fundamentals	5	This course provides essential knowledge and skills on features and functions of networking components, installation, configuration, support and troubleshooting of network hardware, protocols and services. The component adopts a hands-on approach to equip learners with these essential knowledge and skills	Assignment 1 (Research Based Practical) - Individual:- 6 Credits Assignment 2 (Network Project) – Individual – 14 Credits

Total Credits: 120

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