

# Award for A+ PC Technicians

## Applying for this course

To apply for this course, you should be 15 years of age (subject to having completed compulsory schooling) and older and in possession of an MQF Level 2 qualification in English and have digital competence to be able to follow the course online. If you do not have these qualifications or relevant experience, kindly contact us on [ga.jobspplus@gov.mt](mailto:ga.jobspplus@gov.mt) stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience. Alternatively, you can send the requested information by post addressed to: Quality Assurance Unit, Jobspplus Training Complex, Triq Birżebbuġa, Ғal Far BBG3000. Third country nationals (TCNs) need to submit a copy of their valid (non-expired) Residence Permit.

## Course Duration

This course is of 100 hours duration and consists of four Modules:

- Module 1 is of 38 hours duration - (including 1-hour assessment)
- Module 2 is of 21 hours duration - (including 1-hour assessment)
- Module 3 is of 21 hours duration - (including 1-hour assessment)
- Module 4 is of 20 hours duration - (including 1-hour assessment)

## General pedagogical guidelines and procedures for this course:

The delivery of this course will be mainly held through a series of practical, hands-on exercises. The trainer will be holding lessons with the learners in a computer lab set-up, which will consist of various discussions and client-specific case studies.

## General assessment policy and procedures for this course:

The learner will be assessed through a written test. The learner will also undergo an ongoing oral assessment of learning (including communication skills) and practical exercises that will take place throughout the entire programme. This assessment method gives tutors the opportunity to review and consolidate the learning being covered. Trainees will also have ongoing assessments which will be carried out throughout each of the modules.

## Module 1 Learning Outcomes – **Hardware, Network Fundamentals and Troubleshooting**

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| <ul style="list-style-type: none"><li>✓ Explain in detail and identify PC hardware components and their functions.</li><li>✓ Assemble, disassemble, and upgrade PCs following best practices.</li><li>✓ Install and configure peripheral devices.</li><li>✓ Troubleshoot common hardware and connectivity issues.</li><li>✓ Set up and troubleshoot wired and wireless networks.</li><li>✓ Implement network security measures.</li></ul> | <ul style="list-style-type: none"><li>✓ Understand mobile device hardware and troubleshooting techniques.</li><li>✓ Apply effective troubleshooting methodologies and techniques.</li><li>✓ Use diagnostic tools and software to identify and resolve hardware and software issues.</li><li>✓ Troubleshoot and resolve common hardware problems, such as power supply failures and overheating.</li><li>✓ Resolve common network connectivity issues and perform network troubleshooting.</li><li>✓ Develop a comprehensive troubleshooting plan and documentation.</li></ul> |
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## Module 1 Assessment:

Each learner will be assessed through ongoing assessments throughout the whole course, which will take into consideration the learner's classroom participation. This will have a total of 20% of the global mark.

Each learner will undergo a written assessment, which will be comprised of a number of multiple-choice questions. This will have a total of 80% of the global mark.

Trainees will need to obtain a pass mark from both the Ongoing Assessment and the Written Assessment. The pass mark is 45%.

## Module 2 Learning Outcomes – Operating Systems and Software

<ul style="list-style-type: none"><li>✓ Install, configure, and optimize various operating systems, including Windows, macOS, and Linux.</li><li>✓ Troubleshoot common operating system problems and errors.</li><li>✓ Configure and secure mobile operating systems.</li></ul>	<ul style="list-style-type: none"><li>✓ Understand the basics of virtualization and cloud computing.</li><li>✓ Install and configure common software applications.</li><li>✓ Implement best practices for software troubleshooting and support.</li></ul>
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## Module 2 Assessment:

Each learner will be assessed through ongoing assessments throughout the whole course, which will take into consideration the learner's classroom participation. This will have a total of 20% of the global mark.

Each learner will undergo a written assessment, which will be comprised of a number of multiple-choice questions. This will have a total of 80% of the global mark.

Trainees will need to obtain a pass mark from both the Ongoing Assessment and the Written Assessment. The pass mark is 45%.

## Module 3 Learning Outcomes – Security and Troubleshooting

<ul style="list-style-type: none"><li>✓ Implement best practices for physical and logical security measures.</li><li>✓ Identify and mitigate security vulnerabilities and threats.</li><li>✓ Configure and troubleshoot network security protocols.</li></ul>	<ul style="list-style-type: none"><li>✓ Implement data backup and recovery strategies.</li><li>✓ Apply effective troubleshooting methodologies and techniques.</li><li>✓ Use diagnostic tools and software to identify and resolve hardware and software issues.</li></ul>
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### Module 3 Assessment:

Each learner will be assessed through ongoing assessments throughout the whole course, which will take into consideration the learner's classroom participation. This will have a total of 20% of the global mark.

Each learner will undergo a written assessment, which will be comprised of a number of multiple-choice questions. This will have a total of 80% of the global mark.

Trainees will need to obtain a pass mark from both the Ongoing Assessment and the Written Assessment. The pass mark is 45%.

### Module 4 Learning Outcomes – Operational Procedures and Customer Service

✓ Follow best practices for documentation, safety, and environmental impacts.	✓ Provide efficient and effective customer service.
✓ Apply proper communication techniques and professionalism.	✓ Understand legal and regulatory compliance in IT operations.
✓ Understand the basics of project management and change management.	✓ Follow privacy and licensing policies.

### Module 4 Assessment:

Each learner will be assessed through ongoing assessments throughout the whole course, which will take into consideration the learner's classroom participation. This will have a total of 20% of the global mark.

Each learner will undergo a written assessment, which will be comprised of a number of multiple-choice questions. This will have a total of 80% of the global mark.

Trainees will need to obtain a pass mark from both the Ongoing Assessment and the Written Assessment. The pass mark is 45%.

The Malta Further and Higher Education Authority (MFHEA) deems this certificate to be at Level 4 of the Malta Qualifications Framework and the European Qualifications Framework for Lifelong Learning. This course comprises study modules to which a total of 5 ECTS points are assigned.