BEM Micro-credential

BEM content (for all partners)	Title/name of the credential	Computer network and software support
	Function of the micro-credentials / purpose	Program is designed on the needs of industry-specific skills. It is vocational training program.
	Possible target groups	Any interested person, idividuals can study on the program.
	Branch/sector of application	Information and communication technologies
	Fields of application / work environment	Person can be employed in ICT sectory.
	Typical work/professional tasks	1. Research and outline the key responsibilities associated with various IT roles and identify potential career paths in the field. 2. Familiarize oneself with the various hardware components of personal computers, including their functions and interconnections. 3. Execute the installation process for the Windows operating system, ensuring proper configuration and setup. 4. Troubleshoot and resolve issues within the Windows operating system to ensure optimal performance and stability. 5. Install and configure application software on the Windows operating system, ensuring compatibility and functionality. 6. Perform the installation of the Linux operating system, selecting appropriate distributions based on user needs. 7. Explore various Linux distributions and understand the principles of open-source software, including installation and usage. 8. Gain proficiency in using the command line interface in Linux for system navigation, file management, and executing commands.

		9. Troubleshoot and resolve basic network configuration issues within the Linux operating system. 10. Understand and differentiate between various network types (e.g., LAN, WAN) and their fundamental principles. 11. Study the layers of the TCP/IP and OSI models, understanding the role of each layer and the functions of working ports and protocols. 12. Learn the foundational principles of network technologies and how networks are organized and structured. 13. Conduct basic troubleshooting of wired and wireless internal networks to resolve connectivity issues. 14. Develop skills in independently planning and organizing professional tasks related to IT projects. 15. Compile and present reports on completed tasks, documenting processes, outcomes, and any challenges encountered.		
	Learning outcomes (personal and job related)	Knowledge	Skills	competences
		Knowledge 1. **Professional responsibilities and career opportunities:** o Understanding professional duties and potential employment opportunities in IT and networking fields. 2. **Computer hardware components:** o Knowledge of personal computer equipment and its components. 3. **Operating systems:** o Familiarity with Windows and Linux operating systems, their installation, debugging, and distributions. 4. **Network fundamentals:** o Understanding the fundamental principles of networks, types of networks, and network organization. 5. **Information exchange models:** o Knowledge of TCP/IP and OSI models, their layers, ports, and protocol functions. 6. **Basic network technologies:** o Awareness of wired and wireless networking technologies and their		

configurations.

Skills

1. **Operating system installation and management:**
   - Installing and debugging Windows and Linux operating systems.
   - Configuring and managing Linux command-line tools and open-source software.
2. **Application software management:**
   - Installing and managing application software effectively.
3. **Network setup and maintenance:**
   - Setting up and debugging simple wired and wireless internal networks.
   - Basic troubleshooting of network settings, especially in Linux environments.
4. **Technical reporting and communication:**
   - Writing reports on completed tasks and explaining technical procedures clearly.

Competencies

1. **Professional task planning:**
   - Independently planning and executing professional tasks with minimal supervision.
2. **Problem-solving and debugging:**
   - Identifying and resolving operating system issues and basic network problems.
3. **Technical adaptability:**
   - Applying knowledge of hardware, software, and network principles to diverse IT scenarios.
4. **Cross-platform proficiency:**
   - Working confidently with multiple operating systems, including Windows and Linux.
5. **Effective communication:**
   - Competence in documenting and reporting technical work in a professional and comprehensible manner.

Validation	criteria	procedures
	There is formative and determinative assessment. Formative assessment may be conducted	

		using both scoring and counting principles. Determinative evaluation provides for the use of a system based only on the principles of inclusion (based on the confirmation of competences) and allows the following two types of evaluation: a) the learning outcome has been confirmed; b) The learning outcome could not be confirmed. In case of receiving a negative result during the assessment, the student has the right to request an additional assessment of the achievement of learning outcomes before the end of the program.
	Recognised/accepted (documented by MoU)	Name of companies -
	Provider(s)	LEPL College "Qartli"
Additional information (if needed)	Entry level / prerequisites	Prerequisite for admission to the program: general education, age 18 years and above
	Possible duration (recommendation)	Program duration in hours: 274. Program duration in weeks: 18 weeks.
Specific content (national) (if needed)	Position in the chain of educational programmes	Level IV – Vocational education (NQF).
	Reference to NQF	
	Credits	