

# **Skills for Employment Investment Project (SEIP)**

**Standards/ Curriculum Format  
For  
IT Support Technical**

**Course Duration: 3 months**

## Course Structure and Requirements

### Course Title: IT Support Technical

#### Course Objectives:

- a) **IT Support Technical** course provides a solid foundation in the basic and intermediate skills for working with Hardware, Operating system, Application Software, Networking and Internet basic applications. This course is ready to extend the knowledge and upgrade skill into some of the more specialized and advanced capabilities of basic operations in IT Support.
- b) This course is specially designed to provide technical knowledge and skills to cope with the requirement of IT Support occupations. After completion of the course the students will be able to learn-
  - Hardware Assembling & Troubleshooting.
  - Installing and operating PC with different operating system like Windows, Linux Desktop, etc.
  - Installing various Application and/or Utility Software like Antivirus Software, Browsers, Office Applications, Audio/Video/Image Editing Software, Typing Software (English and Bangla), etc.
  - Working with Microsoft Office Applications.
  - Basic SOHO Network design and implementation.
  - Network Troubleshooting.
  - Using e-mail and Internet.
- c) The course will be implemented to ensure at least 61% of total contact hours on practical/hands on skills training or practice and 39% trade/occupations related theory including OHS and soft modules.
- d) The course is designed to enable trainees to acquire a range of technical and vocational, practical, personal and organizational skills valued and utilized both within and beyond the workplace.
- e) The course is designed to meet the required competencies of the occupations needed in the IT labor market in and outside the country.

#### Course Outline

Name of the Course	Duration of Course	Entry Qualification
IT Support Technical	1.Three days per week 2.4:00 Hours per day	1. Age minimum =18+ yrs 2. Education = Graduation passed

## Module 1: Computer Fundamentals

Sl No	Unit Code	Unit of Competency (UoC) Title
<b>Generic - Compulsory</b>		
1	IST-M1-GC-01	Acquire knowledge on Computer Fundamentals. Describe the history of computer. List different types of computer depending on data processing, capability, size, speed, etc. Difference between Hardware & Software.
2	IST-M1-GC-02	Learn Computer System Components Learn Storage Devices Classification of different type of Storage Devices. Define Hard Disk Type (PATA, SATA, SSD, etc)
3	IST-M1-GC-03	RAM Types and Features List the types of Memory Identify Primary and secondary Memory Distinguish between RAM and ROM State Bit, Byte, Kilobyte, Megabyte, Terabyte.
4	IST-M1-GC-04	Device Connections and Interfaces Hardware Port Learn Hardware specification for PC
<b>Occupation Specific Knowledge(trade theory) –Compulsory</b>		
5	IST-M1-SK-01	Identify the different units of a Personal Computer – Casing, Motherboard, Power Supply, Hard Disk, RAM, Lan Card/ Wifi Lan Card, PCI VGA Adapter, etc. BIOS Setup
<b>Occupation Specific Skills(practical/demonstration)- Compulsory</b>		
6	IST-M1-SS-01	Assemble all the components, ensure power cables and data cables connection. Front panel power switch, Front or Back panel USB ports, LEDs, etc.
7	IST-M1-SS-02	Re-assemble all the components of a PC. Identify the different units of Laptop/Notebook.
8	IST-M1-SS-03	Plugin the external devices of computer – Printer, Scanner, Modem, Webcam, etc.
9	IST-M1-SS-04	Hard Disk Partitioning with Third Party Software like Acronics, Norton Ghost or any other. Primary Partition, Logical Partition

## Module 2: Operating System Fundamentals

SI No	Unit Code	Unit of Competency (UoC) Title
<b>Generic - Compulsory</b>		
1	IST-M2-GC-01	Learn Operating System Fundamentals Personal Computer Operating System Define Single user OS, Multiple user OS, multitasking
2	IST-M2-GC-02	Control Panel Utilities Security Settings Operating System Tools
<b>Occupation Specific Knowledge(trade theory) –Compulsory</b>		
3	IST-M2-SK-01	Troubleshoot Video and Display devices Troubleshoot Hard drives Troubleshoot Printers, Scanners Troubleshoot Modem
<b>Occupation Specific Skills(practical/demonstration)- Compulsory</b>		
3	IST-M2-SS-01	Install Microsoft Windows Windows upgrade and preventive maintenance
4	IST-M2-SS-02	Install Motherboard Driver
5	IST-M2-SS-03	Install, Configure and maintain Printer Install, Configure and maintain Scanner Install, Configure and maintain Modem
6	IST-M2-SS-04	Practice on Windows Operating System Environment. Create and manage User Accounts.
7	IST-M2-SS-05	Install Linux Desktop Operating System
8	IST-M2-SS-06	Practice on Linux Operating System Environment.
9	IST-M2-SS-07	Create and manage User Accounts Set Password for user accounts
10	IST-M2-SS-08	Install and Uninstall Application software like Open Office, Flash Player, etc. Run setup program

## Module 3: Application System Fundamentals

SI No	Unit Code	Unit of Competency (UoC) Title
<b>Generic- Compulsory</b>		
1	IST-M3-GC-01	Learn Operational Procedures Basic Maintenance Tools & Techniques
<b>Occupation Specific Knowledge(trade theory) –Compulsory</b>		
2	IST-M3-SK-01	Difference between System Software and Application Software.
3	IST-M3-SK-02	Describe computer virus and anti-virus, computer security. Describe Printer Technologies.
<b>Occupation Specific Skills(practical/demonstration)- Compulsory</b>		
4	IST-M3-SS-01	Install, configure, update Antivirus Software, Malware Software, USB security and others.
5	IST-M3-SS-	Install and Uninstall various Application software like Microsoft Office, Bijoy, CC Cleaner, Winrar,

	02	PDF, Flash Player, etc.
6	IST-M3-SS-03	Working with Application Software and troubleshooting

## Module 4: Microsoft Office Fundamentals

Sl No	Unit Code	Unit of Competency (UoC) Title
<b>Generic- Compulsory</b>		
1	IST-M4-GC-01	Describe MS word and its environment. Mention the advantage & disadvantage of using word processor. State the significance of different type of documents. Acquire knowledge about MS word and its components.
2	IST-M4-GC-02	Define "Type Tutor" and the importance of systematic procedure and speed of typing.
3	IST-M4-GC-03	Define Spread Sheet. Mention the application of spreadsheet program. Identify the components of MS Excel. Identify Rows, Columns, Cells and range. Describe the different Functions of MS Excel.
4	IST-M4-GC-04	State Slide Presentation. Describe components of MS Power Point.
<b>Occupation Specific Knowledge(trade theory) –Compulsory</b>		
5	IST-M4-SK-01	Identify the different components of MS Word program. Identify the different components of MS Excel program. Identify the different components of MS PowerPoint program.
<b>Occupation Specific Skills(practical/demonstration)- Compulsory</b>		
6	IST-M4-SS-01	Save a new document in a specific folder, Open the previously saved document Practice with save and save as option Compose sample English document
7	IST-M4-SS-02	Create a document with multiple page Insert page break, page numbers, different type of page numbering in different section of a same document, date & time, footnote & endnote, header & footer, symbols in a document.
8	IST-M4-SS-03	Insert Picture from ClipArt, Image File, WordArt, Shape in a created document. Practice other tools.
9	IST-M4-SS-04	Compose Bangla/English document Install and work with specialized Bangla Typing software
10	IST-M4-SS-05	Work with Mail Merge Wizard.
11	IST-M4-SS-06	Compose a sample document/application/Bio-data in Bengali and English with formatting.
12	IST-M4-SS-07	Apply different options/operations of menus in a spreadsheet file.
13	IST-M4-SS-08	Practice cell reference (Absolute & Relative). <b>Logical Functions-</b> AND(), OR(), IF(), TRUE, FALSE, etc. <b>Date &amp; Time Functions-</b> Now(), Today(), DAYS360(), HOUR(), MINUTE(), etc.
14	IST-M4-SS-09	<b>Practice Mathematical Functions-</b> Abs(), Sum(), SUMIF(), CEILING(), FLOOR(), MOD(), POWER(), RANK(), COUNT(), MAX(), MIN(), etc.
15	IST-M4-SS-10	Create a sheet for example salary sheet and prepare, sort by name/by salary/by date and also check for Spelling & Grammatical Error
16	IST-M4-	Set Page Orientation, Paper Size, Scaling, Margins, print Titles to the center of the page, set printer

	SS-11	as default Print a hardcopy of entire Book, entire Worksheet, or selective pages of a Worksheet from MS Excel. Understanding Print Area and Clear Print Area under file menu.
17	IST-M4-SS-12	Design templates, color schemes, animation schemes Add/delete slides in the presentation in accordance with the necessity Create a template using slide master.
18	IST-M4-SS-13	Add Pictures, graphs, charts and other objects into slides as per requirements. Animate Text and other objects are in a very attractive way or motion.
19	IST-M4-SS-14	Prepare and Present a Slide Show.

## Module 5: Database Fundamentals

SI No	Unit Code	Unit of Competency (UoC) Title
<b>Generic- Compulsory</b>		
1	IST-M5-GC-01	Define Database Mention its application. Define Data, Information, Record, Row, Column, Table, DBMS, RDBMS, Distributed Database Model. List of Popular database software.
2	IST-M5-GC-02	Define Data types and list the available data types in MS Access Define Fields and Naming convention of fields and mention the Field Properties Define Primary & Foreign Key, composite key, candidate key
3	IST-M5-GC-03	State Database components (Table, form, query, report, macro, module, etc.) Mention the different types of query and its importance. Define Report, identify the necessity of reports and the different sections in a report
<b>Occupation Specific Knowledge(trade theory) –Compulsory</b>		
4	IST-M5-SK-01	Identify the different units of MS Access program
<b>Occupation Specific Skills(practical/demonstration)- Compulsory</b>		
5	IST-M5-SS-01	Create Table, insert data into the created table, sort, update, delete data on different filed in Data Grid View.
6	IST-M5-SS-02	Create various sample database tables (Schema Design)
7	IST-M5-SS-03	Use Relational operators in access query.
8	IST-M5-SS-04	Design Reports using Wizards in various orientations. Display and modify Reports in design view in accordance to task assigned.
9	IST-M5-SS-05	Database security.
10	IST-M5-SS-06	Export data to and Import data from other compatible Applications.

## Module 6: Data Communication and Networking Fundamentals

SI No	Unit Code	Unit of Competency (UoC) Title
<b>Occupation Specific Knowledge(trade theory) –Compulsory</b>		
1	IST-M6-SK-01	Learn Network Fundamentals Physical Network Connections Physical Cards and ports TCP/IP, IPv4 Classification (A Class, B Class, C Class, etc.) Define IPv6
2	IST-M6-SK-02	Describe Network Connectivity Describe Ports and Protocols Describe Networking Tools
<b>Occupation Specific Skills(practical/demonstration)- Compulsory</b>		
3	IST-M6-SS-01	SOHO (Small Office Home Office) Network Planning & Design
4	IST-M6-SS-02	Configure Network Connections Cabling using Network Tools RJ45 Clipping, Cat5/6 Connections
5	IST-M6-SS-03	Straight Forward and Cross Connections Lan/Wireless Lan Card Installation, Configuration and maintenance Configure IPv4
6	IST-M6-SS-04	Number System Conversation (Decimal to Binary and Binary to Decimal) Sub-netting Implementing IPv4 IP Addressing Automatic IP Addressing from DHCP Server
7	IST-M6-SS-05	Enable Workgroup Settings Setup File Sharing Share file from One PC to another in Network
8	IST-M6-SS-06	Enable Printer Sharing in Network Implement System Security for Sharing System
9	IST-M6-SS-07	Establish Switch Connection Configure Wireless Router SSID Create, Security Key Create, WiFi client management.
10	IST-M6-SS-08	Network Troubleshooting Network Connectivity Troubleshooting Ping, Tracert, Ipconfig, nslookup and other basic networking commands
11	IST-M6-SS-09	Connect to the online by using Modem, Dial up or broadband Internet connection.
12	IST-M6-SS-10	Browse and visit the reputed website all over the world through different browsers.
13	IST-M6-SS-11	Check Email Header to identify Original and Fake Email Source-destination to understand real, scam & spam email.
14	IST-M6-SS-12	Use the search engine for searching Information on the web.
15	IST-M6-SS-13	Install Remote Application Software and connect with another computer Ex: Install TeamViewer and connect with other PC

