

### Examinations

Candidates with prior experience have the option to register for the International Examinations. Additional CompTIA examinations are also available upon request.

CompTIA International Exam fees	
COURSE NAME	EXAM FEE
CompTIA ITF+	NS 1 211.40
CompTIA A+	NS 4 420.44
CompTIA N+	NS 3 230.33

### Note:

Training and Testing (CompTIA International Exam) will only take place at the NAMCOL Computer Based Learning Centre (CBLC) in Windhoek. (Please note that these fees are subject to change)

### Registration:

You can register any time of the year. However due to limited space, kindly enquire at the Computer-Based Learning Centre (CBLC), NAMCOL Windhoek.

### Business Hours:

Classes are offered in the morning (08H00- 13H00), afternoon (14H00-17H00) and during evening sessions (17H30-20H30).



For further information,  
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## Information Technology Technical Support Certification

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## Introduction

NAMCOL is a fully certified and accredited Computing Technology Industry Association (CompTIA) partner. CompTIA boasts with a successful track record of over 30 years in the IT industry. The demand for a knowledgeable society pertaining to the Information and Communication Technologies shifts as the world is becoming a global village, and research has shown that certified employees have superior communication skills and are better able to understand new and complex technologies.

This programme aims to provide valuable tools and resources to assist training and certifying IT professionals. Successful IT careers start with quality training and certification. The program is designed to promote international certifications and enhance IT career pathways for students.

## Entry Requirements

An ICDDL (International Computer Driving License) certification or equivalent qualification.

## Information Technology Technical Support Certification include the following:

- CompTIA IT Fundamentals (ITF+)
- CompTIA A+
- CompTIA N+
- (This package includes training material, training (face-to-face/online) and the international examinations)

## Duration:

One year

## CompTIA IT Fundamentals (ITF+)

- CompTIA IT Fundamentals (ITF+) validates essential IT skills and knowledge needed to perform tasks commonly performed by advanced end-users and entry-level IT professionals alike, including:
  - Identifying and explaining computer components
  - Setting up a workstation, including conducting software installations
  - Establishing network connectivity
  - Identifying compatibility issues and identifying and preventing security risks
  - Managing the safety and preventative maintenance of computers

### Popular Job Roles for the CompTIA IT Fundamentals (ITF+)

Sales Associate	Sales Engineer
Account Manager	Marketing Specialist
Product Specialist	Customer Support

## CompTIA A+

CompTIA A+ is the preferred qualifying credential for technical support and IT operational roles. A+ certified professionals identify issues and problem-solving more effectively than those without certification. In order to receive the CompTIA A+ certification, candidates must pass two examinations, namely 220-1101 and 220-1102 Core Series. Successful candidates will have the knowledge required to:

Assemble components based on customer requirements  
Install, configure and maintain devices, PCs and software for end users  
Understand the basics of networking and security, including forensics  
Apply troubleshooting skills to diagnose, resolve and document common hardware and software issues  
Provide appropriate customer support  
Understand the basics of virtualization, desktop imaging and deployment

### POPULAR JOB ROLES FOR THE COMPTIA A+

Service Desk Analyst	System Support Specialist
Desktop Support Administrator	Help Desk Technician
End User Computing Technician	Technical Support Specialist
Help Desk Technician	Field Service Technician
Associate Network Engineer	Data Support Technician

## CompTIA's Network+

CompTIA's Network+ validates the knowledge and skills to troubleshoot, configure and manage common wired and wireless network. Network+ certifies a basic understanding of emerging technologies including unified communications, mobile, cloud and virtualization technologies.

## Network+ ensures that an IT professional has the knowledge and skills to:

- Design and implement functional networks
- Configure, manage, and maintain essential network devices
- Use devices such as switches and routers to segment network traffic and create resilient networks.
- Identify benefits and drawbacks of existing network configurations.
- Implement network security, standards, and protocols.
- Troubleshoot network problems.
- Support the creation of virtualized networks.

### POPULAR JOB ROLES FOR THE COMPTIA N+

Network Field Technician/Engineer	Network Support Specialist
Network Administrator	Network Analyst
Help Desk Technician	

## Fee Structure

A once-off registration fee of **NS\$ 1 500.00** is payable.

COURSE NAME	COURSE FEE
Information Technology Technical Support Certification	
CompTIA IT Fundamentals (ITF+)	<b>NS\$ 1 400.00</b>
CompTIA A+	<b>NS\$ 5 140.00</b>
CompTIA N+	<b>NS\$ 3 780.00</b>

This include tuition, training materials and the international examinations.