ISCG6412: IT HELP DESK

Course Number:	ISCG6412	Level: 6	Credits:	15

Main programme: BCS

Pre-requisites: For BCS: ISCG5410 or ISCG5234

For GDCMP: none

Co-requisites: BCS: ISCG5430 or ISCG5237

Restrictions: ISCG6224

Compulsory/elective: Elective.

Learning time: 150 hours

Directed (Supervised) Hours	Self-Directed (Unsupervised) Hours	Total Hours
32.5	117.5	150

Level Descriptor: The student is able to carry out processes that

- require a command of wide-ranging highly specialised technical or scholastic skills
- involve a wide choice of standard and non-standard procedures, often in non-standard combinations
- are employed in highly variable routine and non-routine contexts

employing

- specialised knowledge with depth in more than one area
- the analysis, reformatting and evaluation of a wide range of information
- the formulation of appropriate responses to resolve both concrete and abstract problems

and applied

- in managing processes
- within broad parameters for defined activities
- with complete accountability for determining and achieving personal and/or group outcomes.

Integrate

Estimate

Compare

Contrast

Differentiate