



الكلية التقنية العالمية بمحائل عسير  
International Technical College at Maha'el Asseer

المشغل  
Operated By



# STUDENT GUIDE

Associate Diploma  
(IT Technical Support)

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## Foundation

### Planning

Semester 1	Semester 2	Semester 3	Semester 4	Semester 5	Semester 6
Foundation	Level 1	Level 2	Level 3	Level 4	Level 5

### Subjects

ENGLISH	INFORMATION TECHNOLOGY	BASIC SKILLS
Foundation English CEFR (A1)	Module 1: Using the computer and managing files Module 2: Information and communication using Internet Explorer	Introductory projects Math projects Technology projects VT introduction
ISLAMIC WORK ETHICS		
Islamic Values Problem solving Leadership Time management Organizational skills Team working		

### Progression criteria

- Average GPA over 60%

### External assessments

- Assessments: English (PET)\*, IT (Modules 1 and 2)
- Eligibility criteria: minimum attendance of 60% and attend all internal assessments

\* Upon student performance and readiness for the exam

## Level 1: Associate Diploma in IT Technical Support

### Planning

Semester 1	<b>Semester 2</b>	Semester 3	Semester 4	Semester 5	Semester 6
Foundation	<b>Level 1</b>	Level 2	Level 3	Level 4	Level 5

### Subjects

ENGLISH	INFORMATION TECHNOLOGY	
IT related English Preparation for PET (CEFR A1+)	Module 3: Word processing using Microsoft Word Module 4: Spreadsheets using Microsoft Excel	
IT WORK	SOFTWARE SYSTEMS	EMPLOYABILITY
M1-U1: Understand Occupational Health and Safety (OHS) M1-U2: Review current technologies M1-U3: Follow maintenance procedures	M2-U4: Install Operating Systems	Unit E01: Understand self-management skills

### Progression criteria

- Average GPA over 60%
- Portfolio completed

### External assessments

- Assessments: English (PET), IT (CIT: Modules 3 and 4)
- Eligibility criteria: minimum attendance of 60% and attend all internal assessments

## Level 2: Associate Diploma in IT Technical Support

### Planning

Semester 1	Semester 2	<b>Semester 3</b>	Semester 4	Semester 5	Semester 6
Foundation	Level 1	<b>Level 2</b>	Level 3	Level 4	Level 5

### Subjects

<b>ENGLISH</b>	<b>EMPLOYABILITY</b>	
IT related English Preparation for PET (CEFR A2)	Unit E02: Understand how to work as a member of a team	
<b>IT WORK</b>	<b>HARDWARE</b>	
M1-U7: Create Technical documentation M1-U8: Provide First-Level Remote Help-Desk Support M1-U9: Record and Follow up on Change Requests M1-U10: Provide one-to-one Instruction M1-U11: Provide Client Support	M3-U5: Manage Device Security M3-U6: Connect Internal Hardware Components	

### Progression criteria

- Average GPA over 60%
- Portfolio completed

### External assessments

- Assessments: English (PET)
- Eligibility criteria: minimum attendance of 60% and attend all internal assessments

## Level 3: Associate Diploma in IT Technical Support

### Planning

Semester 1	Semester 2	Semester 3	<b>Semester 4</b>	Semester 5	Semester 6
Foundation	Level 1	Level 2	<b>Level 3</b>	Level 4	Level 5

### Subjects

<b>ENGLISH</b>	<b>EMPLOYABILITY: III</b>	
IT related English Preparation for CBT Preparation for PET (CEFR A2+)	Unit E03: Understand work and career progression	
<b>SOFTWARE SYSTEMS</b>	<b>NETWORK</b>	<b>HARDWARE</b>
M1-U12: Configure a Desktop in a Network Environment M1-U15: Support an Operating System M1-U16: Support System Software M1-U17: Identify and resolve Software related Problems	M4-U13: Deploy Software to Networked Computers M4-U18: Install, Configure and Test Network Hardware M4-U19: Administer Network Peripherals	M3-U14: Identify and resolve Hardware related Problems

### Progression criteria

- Average GPA over 60%
- Portfolio completed
- Pass Capstone and CBT
- PET (CEFR A2)

### External assessments

- Assessments: English (PET), Business (Capstone/CBT/Portfolio)
- Eligibility criteria: minimum attendance of 60%, attend all internal assessments and complete portfolio

### On job training

- 200 OJT hours at the end of the qualification
- If available, dual mode (lessons and OJT along the term) will be offered to the students

## Student support



### STUDENT SERVICES

Different services are offered at our College. Check the College timetables, regulations and activities schedule at the Student Affairs office.

- Learning Resources Centre
- Library
- Cafeteria
- Sport facilities



### COUNSELLING AND ORIENTATION

Your class tutor, the Counselling Department and the Student Affairs office will support you with educational, academic and professional orientation.

- Individual counselling
- Tutor and counsellor support
- Vocational orientation
- Career orientation



### COLLEGE ACTIVITIES

Professional, cultural and sport activities are held each term at the College. Check the College boards for more information and news.

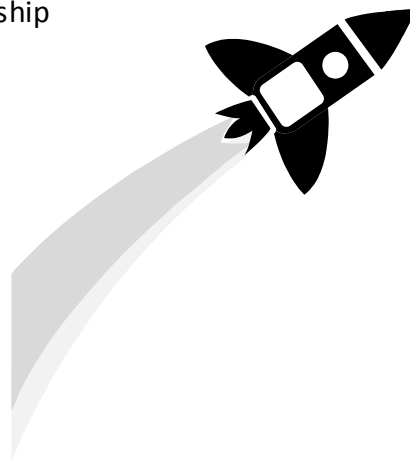
- Workshops
- Sport activities
- Reading club
- Football championship



### MONDRAGON AWARDS

Awards for the best students to encourage the relationship with Mondragon environment. You can collect the awards regulations from the Student Affairs office.

- Best attendance
- Best performance



## College Regulations

Students are expected to show respect at all times for teachers, other school staff and all other people working in the College as well as fulfil the College regulations.

### Students must:

- Comply with all the College policies
- Respect all students and members of staff.
- Be punctual for all lessons
- Participate in all classroom activities
- Have their classroom neat and tidy
- Wear the College uniform
- Wear their student ID card

### Students must not:

- Misuse their mobile phones in the classroom
- Eat or drink in the classroom or laboratories.
- Wear rings, necklaces, bracelets and other kinds of jewellery in the laboratories
- Smoke inside any of the buildings
- Engage in behaviour that infringes the safety and rights of others

## ATTENDANCE AND ABSENCES

### Authorised absences:

- Justified medical absences
- Justified family absences
- Other justified absences: court, special cases

### Non-Authorised absences:

- Performing Hajj or Umra
- Prayer times
- Short-term illnesses

## DISCIPLINARY PROCESS

### Minor misconducts:

- Suspension up to 2 days
- Suspension from extracurricular activities
- Cost reimbursement
- Counselling

### Serious misconducts:

- Suspension up to 5 days
  - Warning letters
  - Meeting with parents
  - Dismissal
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