



NEXTGEN CAMPUS
TOWARDS THE NEXT GENERATION OF IT

STUDENT HANDBOOK

Certificate in Computer Hardware and Networking

Your guide to the course — general information, how your weeks and months work, how the course ends, and every module in detail

4

MONTHS

552

LEARNING HOURS

11

MODULES

Campus

DELIVERY

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PART A General Information

1 Welcome to NextGen Campus

Welcome to the Certificate in Computer Hardware and Networking. This handbook is your guide to the course: how it is organised, how you will learn and be assessed, what is expected of you, and what every module covers. Please read it carefully and keep it with you throughout the course.

NextGen Campus has trained IT professionals since 2013. Our programmes are directly job-targeted: every module combines instructor-led teaching with hands-on labs, real industry tools and practical use of AI, so that you finish ready for work.

2 Course at a Glance

Course	Certificate in Computer Hardware and Networking
Duration	Four months (16 teaching weeks) · 4 months
Delivery	On campus (physical)
Class days and times	Batch B1: Saturday, Sunday 9.00 AM – 6.00 PM — Room A Batch B2: Monday, Tuesday, Wednesday, Thursday 6.30 – 10.30 PM — Room A Batch B3: Monday, Tuesday, Wednesday, Thursday 6.30 – 10.30 PM — Room B Batch B4: Saturday, Sunday 2.00 – 6.00 PM — Room B; Saturday, Sunday 6.30 – 10.30 PM — Room B
Total learning hours	552 hours — 128 h lectures · 264 h practical (labs and capstone) · 160 h Student Project Book
Medium	English
Intakes	January–February and June–July each year
Course fee	Rs. 45,000.00
On completion	NextGen Campus Certificate and Academic Transcript
Training institute	NextGen Campus (Pvt) Ltd — TVEC Registered Training Institute P01/1159
Course status	Proposed for TVEC course registration

3 About the Course

The Certificate in Computer Hardware and Networking is a four-month, 552-hour, physical, hands-on non-NVQ course that trains hardware, repair and junior network technicians, progressing learners from Computer Hardware Technician to Junior Network Technician and AI-enabled Help Desk Assistant level.

Purpose To train job-ready computer hardware technicians, laptop repair technicians and junior network technicians who can build, repair, upgrade and network computers for homes and small businesses, test their security ethically, and support users with AI-enabled help desk skills.

Job-level progression Computer Hardware Technician (weeks 1–9) → Junior Network Technician (weeks 10–13) → IT Support / AI-enabled Help Desk Assistant (weeks 14–16).

Hands-on, physical delivery. Every weekend is physical at the NextGen Campus Head Office, Nugegoda: a full Saturday of lectures with guided practice, then a full Sunday of student practicals. The course gives extra time to PC assembly (two weeks), laptop repair (two weeks) and gaming PC and workstation design.

4 What You Will Be Able to Do

By the end of the course you will be able to:

- Identify components and specify compatible PCs to a budget.
- Assemble desktops to a professional standard and configure BIOS/UEFI and firmware.
- Design, build and benchmark gaming PCs and professional workstations.
- Diagnose, repair and upgrade laptops safely.
- Install and administer Windows and Linux, troubleshoot faults and recover data.
- Plan IPv4 addressing and subnetting and terminate structured cabling.
- Create, secure and document complete SOHO networks.
- Secure endpoints, back up data and support users professionally.
- Test small-network security ethically and legally, using AI to assist.
- Use AI tools responsibly as an IT help desk assistant.

5 Who the Course Is For and What You Need

Entry requirements Learners need G.C.E. O/L with passes in Mathematics and English, or equivalent; others are admitted by interview and aptitude test.

Who it is for O/L and A/L school leavers, job seekers entering IT support and repair, and working adults.

What you need weekend attendance at NextGen Campus, Nugegoda; a computer with internet for weekday LMS labs (campus lab available by arrangement); a signed ethical conduct agreement before the M10 ethical hacking labs.

6 How You Will Learn

Learning activity	Hours	What it involves
Lectures	128 h	Instructor-led classes on campus (16 h a week, theory with hands-on work)
Campus lab practicals	128 h	Hands-on bench and lab practicals in the campus workshop
LMS module labs	120 h	Hands-on labs for every module on the NextGen LMS — about 7.5 h a week, done in your own time and monitored by your trainer
Capstone project	16 h	Final project built on campus over dedicated capstone days
Student Project Book	160 h	Your professional record of lab work, reflections and the Management Module
Total	552 h	

About the LMS module labs

Every module has a set of hands-on labs on the NextGen LMS. Complete them each week, between your classes — they are where most of your practical skills are built.

Your trainer monitors lab completion on the LMS and uses it to give you feedback before each module assessment. Completing all LMS labs is required for the award.

Use a laptop or computer with reliable internet. If you do not have one, ask about using the campus lab.

7 Your Weekly Timetable

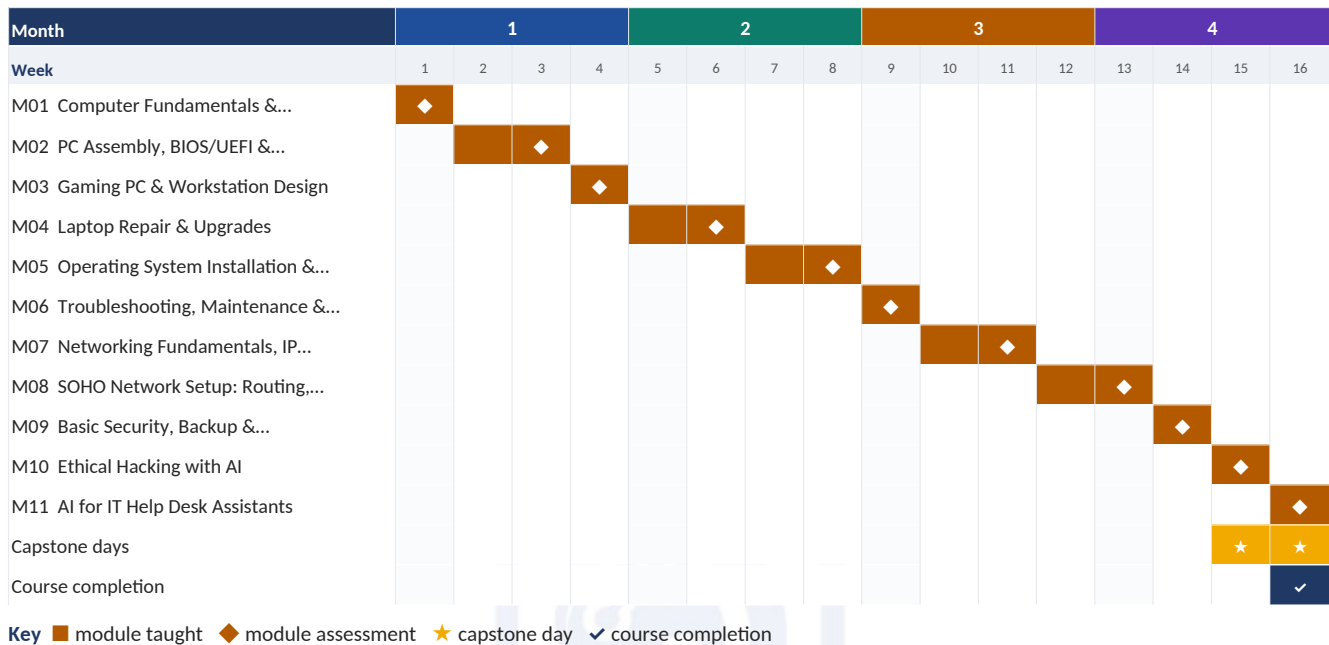
Batch	Days	Time	Where	Session
B1	Saturday, Sunday	9.00 AM – 6.00 PM	Room A	Campus class with hands-on lab
B2	Monday, Tuesday, Wednesday, Thursday	6.30 – 10.30 PM	Room A	Campus class with hands-on lab
B3	Monday, Tuesday, Wednesday, Thursday	6.30 – 10.30 PM	Room B	Campus class with hands-on lab
B4	Saturday, Sunday	2.00 – 6.00 PM	Room B	Campus class with hands-on lab
B4	Saturday, Sunday	6.30 – 10.30 PM	Room B	Campus class with hands-on lab

You join one batch for the whole course. Your batch is confirmed at registration.

Room A and Room B are at the NextGen Campus Head Office, Nugegoda. Regular classes do not run on poya days or public holidays.

8 Your Course Journey

The course runs for 16 weeks over 4 months. The chart shows when each module is taught, when you sit each module assessment (◆), and when the capstone days take place.



Month by month

Month	Weeks	What you study	Milestones
Month 1	Weeks 1–4	M01 Computer Fundamentals & Hardware Components M02 PC Assembly, BIOS/UEFI & Peripherals M03 Gaming PC & Workstation Design	◆ Module assessment: M01, M02, M03
Month 2	Weeks 5–8	M04 Laptop Repair & Upgrades M05 Operating System Installation & Administration	◆ Module assessment: M04, M05
Month 3	Weeks 9–12	M06 Troubleshooting, Maintenance & Workshop Safety M07 Networking Fundamentals, IP Addressing & Structured Cabling M08 SOHO Network Setup: Routing, Wireless & Services	◆ Module assessment: M06, M07
Month 4	Weeks 13–16	M08 SOHO Network Setup: Routing, Wireless & Services M09 Basic Security, Backup & Customer Service M10 Ethical Hacking with AI M11 AI for IT Help Desk Assistants	◆ Module assessment: M08, M09, M10, M11 ★ Capstone day (week 15) ★ Capstone day (week 16) ✓ Project Book submitted; course completion

A typical week

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
LMS labs ≈ 1.5 h	LMS labs ≈ 1.5 h	LMS labs ≈ 1.5 h	LMS labs ≈ 1.5 h	LMS labs ≈ 1.5 h	Campus class 9.00 AM – 6.00 PM Room A	Campus class 9.00 AM – 6.00 PM Room A
Student Project Book about 10 h a week: update it after each class and lab with your evidence and reflections.						

Shown for batch B1; other batches follow the same pattern on their own days (see section 7). LMS lab hours are a guide — about 7.5 h a week in total; you can arrange them across the week to suit you.

How the course ends

1 Week 16	2 Week 16	3 End of course	4 After the course	5 Award
Final module M11 AI for IT Help Desk Assistants and the final module assessment	Final capstone day Capstone presentation and technical defence before the panel	Project Book Submit your completed Student Project Book, including the Management Module	Results Marks are confirmed and your final grade is published: Distinction, Merit or Pass	Certificate NextGen Campus Certificate and Academic Transcript issued

If you need a re-sit A learner who fails a module MCQ may re-sit it once within one month. A learner who fails the capstone panel defence may re-present once within three months.

9 Assessment and Grading

Component	How you are assessed	Weight	When
Continuous assessment	MCQ assessment at the end of each core module	40%	End of each module
Practical examination	Capstone project with panel presentation and technical defence	40%	Capstone Day 2 (week 16)
Student Project Book	Project book submission, including the Management Module	20%	End of course
Total		100%	

Distinction	Merit	Pass	Fail
70% and above	60% – 69%	50% – 59%	Below 50%

Attendance Minimum 85% attendance across Saturday lectures, Sunday practicals and both capstone days.

Ethics A signed ethical conduct agreement is required before the ethical hacking labs in M10; testing is only on authorised lab equipment.

Formative practical checks The weekly practical checks and question types are formative. They are recorded as LMS laboratory completion and give learners feedback before each module MCQ; there is no final written examination.

MCQ assessments Each end-of-module MCQ assessment is completed under supervision on the LMS and covers the module learning outcomes.

Re-sits A learner who fails a module MCQ may re-sit it once within one month. A learner who fails the capstone panel defence may re-present once within three months.

Award requirements — to receive your certificate

You must maintain a minimum attendance of 85%, complete all core-module MCQ assessments and LMS laboratories, submit the Student Project Book and pass the capstone practical examination, achieving an overall mark of at least 50%, to qualify for the certificate.

10 Capstone Project

The capstone brings the course together in two full physical days (9.00 AM – 6.00 PM, 1-hour lunch — 16 hours) at the NextGen Campus Head Office in Nugegoda, in weeks 15 and 16. Working from a realistic client brief, each learner assembles and configures workstations (including a gaming or high-performance workstation build), services and upgrades a laptop, builds and secures a complete SOHO network, and hands the solution over with documentation and a panel defence.

Day	When	Focus	Hours
Day 1	Week 15	Client brief and costed specification; assemble and configure workstations including a gaming/high-performance build; laptop service and upgrade; OS deployment	8
Day 2	Week 16	Create and secure the SOHO network (addressing, router, Wi-Fi, sharing); backup; documentation; panel presentation and technical defence	8
Total	16		

What you will deliver

- Costed hardware specification to the client brief
- Assembled and tested workstations, including a gaming/high-performance build with benchmark results
- Laptop service report: fault, repair or upgrade, and test results
- Working SOHO network with IP plan, Wi-Fi security and sharing
- Security and backup plan, and handover documentation
- Panel presentation and technical defence

11 Student Project Book

The Student Project Book is a major part of this course — about 10 hours every week, 160 hours in total. Learners keep a professional record of all their practical work: build logs for every PC assembled, repair logs for every laptop serviced, gaming and workstation specifications and benchmarks, IP plans and network diagrams, security checklists and help-desk tickets. It also contains the Management Module and becomes the learner's technical portfolio for employment.

The Project Book contains module-by-module laboratory records and LMS evidence, Management Module activities and reflections, capstone planning and final documentation, and a professional technical portfolio. It is reviewed by the trainer at the end of each module.

Bring your Project Book up to date every week. It is assessed at the end of the course and counts for 20% of your final mark.

12 Your Certificate

When you meet the award requirements you receive the NextGen Campus Certificate — Certificate in Computer Hardware and Networking — together with an Academic Transcript showing every module and your final grade (Distinction, Merit or Pass).

Industry certifications The modules are aligned to these industry certifications: CompTIA A+ Core 1 aligned; CompTIA A+ Core 2 aligned; CompTIA A+ Core 1 & 2 aligned; CompTIA Network+ aligned; Security+ foundations · CEH awareness; AI-901 awareness · Microsoft Copilot. Certification exam fees are not included in the course fee unless NextGen Campus states otherwise.

13 Student Guidelines

- Attend at least 85% of your scheduled classes and all capstone sessions. Inform your course coordinator in advance if you cannot attend.
- Be on time for every class, online or on campus. For online classes, join with your camera available and your full name displayed.
- Complete your LMS module labs every week and keep your Project Book up to date — do not leave them to the end of a module.
- Do your own work. Copying, sharing answers or submitting someone else's work is not allowed in any assessment.
- Use AI tools responsibly: use them to learn and to check your work, check every AI output, never paste confidential or personal data, and say when you used AI in your Project Book.
- Look after campus equipment and follow lab safety instructions, including ESD precautions when handling hardware.
- Security testing is done only on authorised NextGen lab systems. You must sign the ethical conduct agreement before lab access; any breach leads to withdrawal of lab access and may lead to removal from the course.
- Keep your LMS login private and check the LMS and your email regularly for announcements, timetable changes and assessment dates.

14 Help and Contact

Head Office	NextGen Campus (Pvt) Ltd, Nugegoda, Sri Lanka
Phone	+94 11 251 5215 · +94 77 810 0810
Email	info@nextgencampus.lk
Website	www.nextgencampus.lk
LMS support	Use the help desk on the NextGen LMS for login, lab environment and technical questions. A weekly online Q&A session is held for LMS labs.
Your course coordinator	Introduced at orientation — contact them about attendance, batches, re-sits and any personal circumstances.



PART B Module Details

The course has 11 modules, studied in the order below. Each module lists its aim, what you will learn, what you will be able to do, and the hands-on labs you will complete.

Code	Module	Lecture h	Lab h	Industry alignment
M01	Computer Fundamentals & Hardware Components	16	7.5	CompTIA A+ Core 1 aligned
M02	PC Assembly, BIOS/UEFI & Peripherals	32	15	CompTIA A+ Core 1 aligned
M03	Gaming PC & Workstation Design	16	7.5	CompTIA A+ Core 1 aligned
M04	Laptop Repair & Upgrades	32	15	CompTIA A+ Core 1 aligned
M05	Operating System Installation & Administration	32	15	CompTIA A+ Core 2 aligned
M06	Troubleshooting, Maintenance & Workshop Safety	16	7.5	CompTIA A+ Core 1 & 2 aligned
M07	Networking Fundamentals, IP Addressing & Structured Cabling	32	15	CompTIA Network+ aligned
M08	SOHO Network Setup: Routing, Wireless & Services	32	15	CompTIA Network+ aligned
M09	Basic Security, Backup & Customer Service	16	7.5	CompTIA A+ Core 2 aligned
M10	Ethical Hacking with AI	16	7.5	Security+ foundations · CEH awareness
M11	AI for IT Help Desk Assistants	16	7.5	AI-901 awareness · Microsoft Copilot
Total for modules		256	120	

Lab hours are LMS module labs and campus lab practicals. Capstone and Project Book hours are in addition to the module hours.

M01 Computer Fundamentals & Hardware Components 16 h lecture · 7.5 h labs

Phase 1 — Hardware, Assembly & Repair · Aligned to CompTIA A+ Core 1 aligned

Aim Builds the foundation every technician needs — how a computer works, what each internal component does, and how to choose compatible parts to a budget.

What you will learn

- Computer system architecture
- CPU, motherboard and chipsets
- Memory and storage (HDD, SATA SSD, NVMe)
- Power supplies and expansion buses
- Ports, connectors and cables
- Component compatibility and budgeting

You will be able to

- Identify and explain the function of every major internal component
- Compare component specifications and check compatibility
- Size a power supply and match ports, connectors and cables
- Handle components safely using ESD practice

Hands-on LMS labs — 7.5 hours

- Identify and document every component in a desktop
- Build three compatible parts lists to stated budgets

Assessment: end-of-module MCQ assessment and LMS laboratory completion.

M02 PC Assembly, BIOS/UEFI & Peripherals 32 h lecture · 15 h labs

Phase 1 — Hardware, Assembly & Repair · Aligned to CompTIA A+ Core 1 aligned

Aim Develops the core build skill of the role in depth — assembling desktops step by step to a first boot, configuring firmware, managing cables and airflow, and installing the peripherals a working machine needs.

What you will learn

You will be able to

- Workshop tools and ESD practice
- Step-by-step assembly order
- CPU and cooler installation; thermal paste
- RAM, M.2 NVMe, SATA and GPU installation
- Cable management and airflow
- POST, beep and LED codes
- BIOS vs UEFI, Secure Boot, XMP/EXPO and firmware updates
- Printers, displays and input devices
- Assemble desktops from components following ESD and safety procedures
- Install CPU, cooler, RAM, storage, GPU and PSU correctly and manage cables and airflow
- Diagnose POST failures from beep and LED codes
- Configure BIOS/UEFI, boot order, Secure Boot, XMP and firmware updates
- Install and share printers and peripherals

Hands-on LMS labs — 15 hours

- Assemble at least two desktops to a successful first boot
- Fault-find deliberately mis-built systems
- Configure BIOS/UEFI and update firmware
- Install and test a shared printer

Assessment: end-of-module MCQ assessment and LMS laboratory completion.

M03 Gaming PC & Workstation Design 16 h lecture · 7.5 h labs

Phase 1 — Hardware, Assembly & Repair · Aligned to CompTIA A+ Core 1 aligned

Aim Designs and builds high-performance systems — gaming PCs and professional workstations — balancing CPU, GPU, memory, storage, power, cooling and budget for a client's real needs.

What you will learn

- Gaming vs workstation requirements
- CPU and GPU selection; bottlenecks
- High-speed memory and NVMe storage
- PSU sizing and efficiency ratings
- Air and liquid (AIO) cooling; case airflow
- Benchmarking, stress testing and thermal monitoring
- Quoting and presenting a build to a client

You will be able to

- Specify a gaming PC or workstation to a client brief and budget
- Balance CPU and GPU and avoid bottlenecks
- Select PSU capacity and efficiency, cooling (air/AIO) and case airflow
- Benchmark, stress-test and monitor temperatures

Hands-on LMS labs — 7.5 hours

- Design three builds (entry, mid-range, high-end) with costed quotes
- Build, benchmark and stress-test a gaming PC

Assessment: end-of-module MCQ assessment and LMS laboratory completion.

M04 Laptop Repair & Upgrades 32 h lecture · 15 h labs

Phase 1 — Hardware, Assembly & Repair · Aligned to CompTIA A+ Core 1 aligned

Aim Develops practical laptop repair skills — safe disassembly, diagnosing common faults, and replacing and upgrading screens, keyboards, batteries, charging ports, storage and memory.

What you will learn

- Laptop architecture and service manuals
- Safe disassembly, screws and ribbon cables
- Power, charging and battery faults
- Display, keyboard, touchpad and webcam replacement
- Fan cleaning and thermal paste
- RAM and SSD upgrades; disk cloning
- Intro to board-level diagnosis and when to escalate

You will be able to

- Disassemble and reassemble laptops safely using service documentation
- Diagnose no-power, no-display, overheating and charging faults
- Replace screens, keyboards, batteries, charging ports and fans
- Upgrade RAM and SSD and clone the existing drive
- Clean, re-paste and restore thermal performance

Hands-on LMS labs — 15 hours

- Fully disassemble and reassemble a laptop
- Replace a screen, keyboard and battery
- Upgrade an SSD and clone the drive
- Diagnose and fix an overheating laptop

Assessment: end-of-module MCQ assessment and LMS laboratory completion.

M05 Operating System Installation & Administration**32 h lecture · 15 h labs**

Phase 1 — Hardware, Assembly & Repair · Aligned to CompTIA A+ Core 2 aligned

Aim Builds operating-system deployment and administration skills on Windows and Linux — installation, partitioning, users, permissions, updates, drivers and the command line.

What you will learn

- OS types and licensing
- Installation media and imaging
- Disk partitioning
- Users, groups and NTFS permissions
- Updates and driver management
- Linux shell fundamentals
- Virtualisation with VirtualBox

You will be able to

- Create installation media and install Windows 11 and Ubuntu
- Partition disks (MBR/GPT) and configure dual-boot
- Manage users, groups, permissions, updates and drivers
- Administer systems from the Windows and Linux command line

Hands-on LMS labs — 15 hours

- Install Windows 11 and Ubuntu
- Configure users, permissions and updates
- Complete Linux command-line exercises

Assessment: end-of-module MCQ assessment and LMS laboratory completion.

M06 Troubleshooting, Maintenance & Workshop Safety**16 h lecture · 7.5 h labs**

Phase 1 — Hardware, Assembly & Repair · Aligned to CompTIA A+ Core 1 & 2 aligned

Aim Develops a structured troubleshooting method and the preventive-maintenance, data-recovery and workshop-safety practice expected of a desktop support technician.

What you will learn

- Troubleshooting methodology
- Hardware and software fault diagnosis
- Diagnostic tools
- Preventive maintenance
- Data recovery
- Workshop health, safety and e-waste

You will be able to

- Apply a six-step troubleshooting methodology
- Diagnose power, boot, display, storage and overheating faults
- Perform preventive maintenance, backup and data recovery
- Follow electrical, ESD, fire-safety and e-waste practice

Hands-on LMS labs — 7.5 hours

- Diagnose faults on prepared machines and write fault reports
- Recover data from a failing disk image

Assessment: end-of-module MCQ assessment and LMS laboratory completion.

M07 Networking Fundamentals, IP Addressing & Structured Cabling**32 h lecture · 15 h labs**

Phase 2 — Networking & SOHO Networks · Aligned to CompTIA Network+ aligned

Aim Builds a solid networking foundation — network models and devices, IPv4 addressing and subnetting, IPv6 basics — and the physical skill of terminating, testing and documenting structured cabling.

What you will learn

- Network types, topologies and devices

You will be able to

- Explain the OSI and TCP/IP models and common ports and

- OSI and TCP/IP models
- IPv4 addressing, subnet masks and subnetting
- VLSM and address planning
- IPv6 basics
- Copper, fibre and structured cabling
- Cable testing and labelling
- protocols
- Plan IPv4 addressing, subnetting and VLSM for a small network
- Describe IPv6 addressing basics
- Terminate, test and document UTP cabling to T568A/B

Hands-on LMS labs — 15 hours

- Subnetting and addressing-plan exercises
- Terminate and test patch cables
- Build a simple LAN in Cisco Packet Tracer

Assessment: end-of-module MCQ assessment and LMS laboratory completion.

M08 SOHO Network Setup: Routing, Wireless & Services 32 h lecture · 15 h labs

Phase 2 — Networking & SOHO Networks · Aligned to CompTIA Network+ aligned

Aim Creates complete small-office/home-office (SOHO) networks — router and switch configuration, DHCP, DNS and NAT, secure Wi-Fi, and file and printer sharing — from a client brief to a working, documented network.

What you will learn

- SOHO router and switch configuration
- DHCP, DNS and NAT
- Wi-Fi standards, channels and coverage
- WPA2/WPA3 security and guest networks
- File and printer sharing
- Port forwarding and basic firewall rules
- Network documentation and handover

You will be able to

- Configure a SOHO router, switch and access point
- Configure DHCP, DNS and NAT for internet access
- Plan and secure Wi-Fi with WPA2/WPA3
- Set up file and printer sharing and a guest network
- Build, test and document a complete SOHO network

Hands-on LMS labs — 15 hours

- Create a complete SOHO network from a brief
- Secure the Wi-Fi and add a guest network
- Mirror the build in Cisco Packet Tracer

Assessment: end-of-module MCQ assessment and LMS laboratory completion.

M09 Basic Security, Backup & Customer Service 16 h lecture · 7.5 h labs

Phase 3 — Security, Ethical Hacking & AI Help Desk · Aligned to CompTIA A+ Core 2 aligned

Aim Develops the security, backup and customer-service skills of an IT support technician — keeping systems safe, protecting data and supporting users professionally.

What you will learn

- Malware prevention, antivirus and firewalls
- Patch management
- Account and password security
- Backup types, imaging and restore
- Customer service and communication
- Ticketing and documentation

You will be able to

- Apply endpoint security, patching and password practice
- Implement 3-2-1 backup and restore
- Handle support requests professionally end to end
- Log and track work in a ticketing system

Hands-on LMS labs — 7.5 hours

- Harden an endpoint to a checklist
- Back up and restore a system
- Resolve help-desk tickets end to end

Assessment: end-of-module MCQ assessment and LMS laboratory completion.

M10 Ethical Hacking with AI 16 h lecture · 7.5 h labs

Phase 3 — Security, Ethical Hacking & AI Help Desk · Aligned to Security+ foundations · CEH awareness

Aim Introduces ethical hacking for IT technicians — the legal and ethical rules, authorised scanning and vulnerability checks on small networks, password and Wi-Fi security testing, and how AI assists security testing and defence — all inside an isolated lab.

What you will learn

- Computer Crimes Act No. 24 of 2007 and ethics
- Authorisation and scope
- Kali Linux and Nmap basics
- Vulnerability checks on SOHO devices
- Password and Wi-Fi security testing
- AI-assisted analysis and reporting
- Hardening recommendations

You will be able to

- Explain the law, ethics and authorisation required for security testing
- Scan and assess a small network for weaknesses in the lab
- Test password and Wi-Fi security on authorised lab equipment
- Use AI assistants to explain findings and recommend fixes, verifying the output

Hands-on LMS labs — 7.5 hours

- Scan a lab SOHO network and report weaknesses
- Harden the network and re-test
- Use AI to draft a findings report and check it against the evidence

Using AI in this module

- AI-assisted vulnerability explanation and report drafting, always verified

Assessment: end-of-module MCQ assessment and LMS laboratory completion.

M11 AI for IT Help Desk Assistants 16 h lecture · 7.5 h labs

Phase 3 — Security, Ethical Hacking & AI Help Desk · Aligned to AI-901 awareness · Microsoft Copilot

Aim Prepares learners to work as AI-enabled IT help desk assistants — using AI tools to diagnose faults, answer user questions, write knowledge-base articles and scripts, and handle tickets faster, safely and responsibly.

What you will learn

- AI assistants for IT support (Microsoft Copilot and others)
- Prompting for troubleshooting
- AI-drafted ticket replies and knowledge-base articles
- AI-assisted scripts and commands
- Verifying AI output
- Data protection (PDPA No. 9 of 2022) and responsible use

You will be able to

- Use AI assistants to diagnose hardware, software and network faults
- Draft ticket responses, user guides and knowledge-base articles with AI
- Generate simple PowerShell and command-line fixes with AI and test them
- Apply responsible-AI and data-protection rules at the help desk

Hands-on LMS labs — 7.5 hours

- Resolve a queue of help-desk tickets with AI assistance
- Write and test an AI-assisted script
- Build a small AI-drafted knowledge base

Using AI in this module

- The dedicated AI module for help desk work

Assessment: end-of-module MCQ assessment and LMS laboratory completion.