

FURTHER EDUCATION AND TRAINING CERTIFICATE: INFORMATION TECHNOLOGY: TECHNICAL SUPPORT



DURATION	LEVEL	SAQA QUALIFICATION ID	DELIVERY METHOD	MINIMUM CREDITS
12 Months	NQF Level 4	78964	Classroom	163

INTRODUCTION

The purpose of this qualification is to build a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Systems Support, covering basic knowledge needed for further study in the field of Systems Support at Higher Education Levels.

AUDIENCE PROFILE

The Further Education and Training Certificate in IT: Technical Support at NQF Level 4, is intended for unemployed youth, employed personnel or new candidates entering the workplace, requiring Technical and Systems Support skills. This qualification in Information Technology based on unit standards is intended for learners who want to qualify for a national qualification by accumulating the required credits via short learning programmes or workplace practical experience or both. It is also intended for learners who want to achieve the qualification through recognition of prior learning and/or learnership.

PREREQUISITES

- Grade 11 Certificate
- English NQF 3 (Grade 11)
- Mathematics Literacy NQF 3 (Grade 11)
- Computer Literacy

MODULES

- Introduction to computer technology
- Networking Architecture
- Computer upgrading for hardware and software
- Troubleshooting
- Management of networks
- Business Communication
- Mathematics

EXIT LEVEL OUTCOMES

Outcome 1:

Communicate effectively with fellow IT staff & users of information systems.

Outcome 2:

Demonstrate an understanding of different types of computer systems and the use of computer technology in business.

Outcome 3:

Demonstrate an understanding of problem-solving techniques, and how to apply them in a technical environment.

Outcome 4:

Demonstrate an understanding of Computer Technology Principles.

Outcome 5:

Select and use materials and equipment safely for technological purposes.

Outcome 6:

Work effectively as a team member within a support team.

Outcome 7:

Carry out, under supervision, a small size task to demonstrate knowledge of techniques & skills needed in one or more of the following areas of majoring/specialisation:

- Hardware and Infrastructure Support for Personal Computers.
- Hardware and Infrastructure Support for Office Products.
- Data Communications and Network Support.

SPECIALIST FIELDS:

- Hardware and Infrastructure Support for Personal Computers
- Hardware and Infrastructure Support for Office Products
- Data Communications and Network Support