

## ICT COMPUTER TECHNICIAN OCCUPATIONAL CERTIFICATE: Computer Technician

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
2820 Notional hours	NQF 5	QCTO	ILT	N/A

### INTRODUCTION

Upon successfully completing the qualification, students are prepared to offer technical support to users, encompassing the identification and resolution of issues related to software, hardware, computer peripherals, networks, databases, systems, and internet connectivity. The curriculum includes instruction on various software and hardware types, component upgrades and troubleshooting, hard drive formatting and partitioning, and an understanding of network topologies. Additionally, it addresses the integration of green technology, the maintenance of records detailing daily problems and their solutions, and the preparation of evaluations for system performance.

### AUDIENCE PROFILE

Typical learners include school leavers, qualified learners from TVET colleges, and those currently in employment without formal recognition of competencies.

### PREREQUISITES

Previous Technical NQF 4 courses

### MODULES

**Module 1:**  
351201001-KM-01,  
Introduction to Data  
Communication and  
Networking  
Level 5  
15 Credits.

**Module 2:**  
351201001-KM-02,  
Basics of Computer  
Architecture: Hardware  
Level 5  
30 Credits.

**Module 3:**  
351201001-KM-03,  
Basics of Computer  
Architecture: Software

Level 5  
30 Credits.

**Module 4:**  
351201001-KM-04, Basic  
Concepts of Sustainable  
Computer Environment  
and Green Technologies,  
Level 4,  
10 Credits.

**Module 5:**  
351201001-KM-05,  
Social Media and Digital  
Literacy  
Level 4  
5 Credits.

**Module 6:**  
351201001-KM-06, End  
User Computing  
Level 3  
6 Credits.

**Module 7:**  
351201001-KM-07,  
Business communication  
and customer services  
Level 5  
8 Credits.

**Module 8:**  
351201001-KM-08,  
Ready for work  
standards  
Level 4  
5 Credits.

### Practical Modules

**Module 1:**  
351201001-PM-01,  
Troubleshoot computer  
and network faults  
Level 5  
30 Credits.

**Module 2:**  
351201001-PM-02,  
Maintain computer and  
network security  
Level 4  
8 Credits.

**Module 3:**  
351201001-PM-03,  
Provide support to end-  
Users  
Level 5  
30 Credits.

**Module 4:**  
351201001-PM-04, Install computer software and hardware  
Level 4  
5 Credits

## EXIT-LEVEL OUTCOMES

Computer technicians can work for computer software or hardware companies, assisting customers with products. More generally, computer technicians can work in a company's IT department, providing computer support to company employees. These technicians are responsible for maintaining the company's computer services (network and equipment). Their duties can include troubleshooting to detect and solve technical problems, installing or updating required hardware and software. They can also recommend computer products or equipment to improve company productivity.

**Outcome 1:**  
Identify the potential green technologies, processes, and procedures to create a sustainable computer environment to reduce e-waste in an organization.

**Outcome 2:**  
Set up a desktop/laptop for a new user according to software compatibility by installing operating systems and peripheral equipment according to given specifications

**Outcome 3:**  
Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards.

**Outcome 4:**  
Analyse and resolve hardware/software problems such as operational discrepancies to optimise performance of the desktop/laptop systems. Apply knowledge of principles and practices in order to identify and solve problems arising in the course of their work.

## Work Experience

**Module 1:**  
351201001-WM-01,  
Respond to user inquiries  
regarding fault request,  
NQF  
Level 5  
30 Credits.

**Module 2:**  
351201001-WM-02, Set  
up equipment for users,  
check operating system  
performance and ensure  
proper installation of  
cables and software  
Level 5  
25 Credits.

**Module 3:**  
351201001-WM-03,  
Processes of maintaining  
computer systems and  
peripherals  
Level 5  
15 Credits.

**Module 4:**  
351201001-WM-04,  
Identify the potential  
green technologies,  
processes and  
procedures for cost-  
effective application and  
create a sustainable

computer environment to  
reduce e-waste  
Level 4  
10 Credits.

**Module 5:**  
351201001-WM-05,  
Maintain records of daily  
data communication  
transactions, problems  
and remedial actions  
taken, or installation  
activities  
Level 4  
20 Credits.