



Duration
12 months

Registration
Anytime



CURRICULUM

SAQA ID : 78964

Further Education and Training Certificate: Technical Support

Level 4 Credits 163

The Information Technology sub-field has been broken into various domains, of which Systems Support is one. Qualification names will be linked to these domains, with specialisation descriptions attached to the qualification certification document being produced. The reason for this is firstly to reduce the number of qualifications needed to be registered to a manageable level, and secondly to have the qualification linked to the typical structure of the Information Technology industry. Finally we want to have the qualification certification document to reflect fields of specialisation, for unit standards that has been achieved within listed fields of specialisation. These specialisation fields are defined as part of the elective unit standards for the qualification. This will allow flexibility in future to add new specialisation fields without having to redefine the whole qualification. This is very important to the IT industry which is a very dynamic and fast changing industry.

The naming of this qualification is as follows:

National Certificate in Information Technology: Technical Support - (NQF level 4),

Specialising in one or more of the following fields:

- Hardware and Infrastructure Support for Personal Computers
- Hardware and Infrastructure Support for Office Products
- Data Communications and Network Support
- (and any new field not specified yet, allowing for new specialisations in this area)

A minimum of 20 credits from any one specialisation field is needed. The specialisation field(s) will be printed on the qualification certification documentation.

UNIT STANDARDS:

	ID	UNIT STANDARD TITLE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Core	114636	Demonstrate an understanding of preventative	Level 3	NQF	6

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		maintenance, environmental and safety issues in a computer environment		Level 03	
Core	14913	Explain the principles of computer networks	Level 3	NQF Level 03	5
Core	14927	Apply problem solving strategies	Level 4	NQF Level 04	4
Core	10313	Comply with service levels as set out in a Contact Centre Operation	Level 4	NQF Level 04	10
Core	14908	Demonstrate an understanding of testing IT systems against given specifications	Level 4	NQF Level 04	6
Core	14926	Describe information systems departments in business organisations	Level 4	NQF Level 04	3
Core	14921	Describe the types of computer systems and associated hardware configurations	Level 4	NQF Level 04	6
Core	14917	Explain computer architecture concepts	Level 4	NQF Level 04	7
Core	14944	Explain how data is stored on computers	Level 4	NQF Level 04	7
Core	252210	Handle a range of customer complaints	Level 4	NQF Level 04	4
Core	14963	Investigate the use of computer technology in an organisation	Level 4	NQF Level 04	6
Core	14920	Participate in groups and/or teams to recommend solutions to problems	Level 4	NQF Level 04	3
Core	14919	Resolve computer user`s problems	Level 4	NQF Level 04	5
Core	14938	Resolve technical computer problems	Level 4	NQF Level 04	5
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	NQF Level 03	5
Fundamental	119457	Interpret and use information from texts	Level 3	NQF Level 03	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	NQF Level 03	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	NQF Level 03	5
Fundamental	12154	Apply comprehension skills to engage oral texts in a business environment	Level 4	NQF Level 04	5

Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	NQF Level 04	6
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	NQF Level 04	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	NQF Level 04	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 4	NQF Level 04	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	NQF Level 04	6
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	NQF Level 04	5
Elective	14928	Demonstrate knowledge of basic concepts of telecommunications	Level 2	NQF Level 02	7
Elective	14947	Describe data communications	Level 3	NQF Level 03	4
Elective	14932	Describe Synchronous/ Asynchronous Communication with computers	Level 3	NQF Level 03	6
Elective	14937	Apply the principles of supporting users of local area networks	Level 4	NQF Level 04	7
Elective	14945	Describe and install computer printers	Level 4	NQF Level 04	2
Elective	14953	Install a local area network	Level 4	NQF Level 04	10
Elective	14950	Install a personal computer or handheld computer and peripherals	Level 4	NQF Level 04	7
Elective	14943	Install system software and application software for a personal computer or hand-held computer	Level 4	NQF Level 04	5