



FETC INFORMATION TECHNOLOGY-TECHNICAL SUPPORT

(SAQA ID 78964 - Level 4)

Programme Name

FETC Information Technology—Technical Support, NQF Level 4, SAQA ID 78964, (139) credits. 56 CAT

Programme Purpose

- Provide learners with an entry level for the further study in Information Technology and related fields and initial employment in the computer industry.
- This will allow the credits achieved in the National Certificates in Information Technology (Level 2 & 3) to be used as foundation (i.e. learning assumed to be in place) for the requirements of this qualification.
- Will have a flexible structure to allow for changing requirements in the computer industry, and to allow providers to create learning programmes with a predominantly Information Technology Support component but tailored to meet the local, national or international needs.

Workplace Requirements

- Access to IT Technical Environment (Repairs, Installation of Software and Upgrading of Equipment)
- Access to End-Users (Business Environment)

Programme Description

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 System Support at Higher Education Levels.

Target group

- This will provide a foundational qualification for people who are pursuing a career in the computer industry, or related fields.
- IT technical orientated

Entry Requirements

- The learner are competent in Communication and Mathematical Literacy at NQF level 4
- Must have completed End User Computing
- Matric
- Computer Literacy

Programme Outcomes

Qualifying learners should be capable of:

- Communicate effectively with fellow IT Staff and users of information systems.
- Demonstrate an understanding of different types of computer systems and the use of computer technology in business.
- Demonstrate an understanding of problem solving techniques, and how to apply them in a technical environment.
- Demonstrate an understanding of Computer Technology Principles.
- Select and use materials and equipment safely for technological purposes.
- Work effectively as a team member within a support team.
- Carry out, under supervision, a small size task to demonstrate knowledge of techniques and skills needed in one or more of the following areas of majoring/specialisation:
 - Hardware Infrastructure Support for Personal Computers
 - Hardware and Infrastructure Support for Office Products
 - Data Communication and Network Support

Structure of the programme

The learnership Information Technology – Technical Support consists of:

- Classroom based learning
- On-the-job learning
- Coaching/Mentoring
- Assessment

Duration of the Programme

- Programme: 1 year
- Training Days: 22 Days
- Assessment Days: 22 Days
- Workplace experience: 9 Months

Number of learners per class: Minimum 15

Programme Roll-Out:				
Type	Unit Standard	Unit standard Title	Level	Credits
Module 1: (3 days Facilitation & 3 days Assessment)				
Core	14921	Describe the types of computer systems and associated hardware configurations	4	6
Core	114636	Demonstrate an understanding of preventative maintenance , environmental and safety issues in a computer environment	3	6
Core	14963	Investigate the use of computer technology in an organisation	4	6
				18 credits
Module 2: (5 days Facilitation & 5 day Assessment)				
Core	14920	Participate in groups and/or teams to recommend solutions to problems	4	3
Core	14927	Apply problem solving strategies	4	4
Core	14944	Explain how data is stored on computers	4	7
Elective	14922	Demonstrate knowledge of the principles of electronic logic for computing	4	9
Core	14917	Explain computer architecture concepts	4	7
				30 Credits
Module 3: (4 days Facilitation and 4 days Assessment)				
Core	25210	Handle a range of customer complaints	4	4
Core	14926	Describe information systems departments in business organisations	4	6
Core	10313	Comply with service levels as set out in a contact centre Operation	4	10
				20 Credits
Data Communication and Networking Support				
Specialisation : N PLUS Module 4 (10 days Facilitation and 10 days Assessments)				
Elective	14928	Demonstrate knowledge of basic concepts of telecommunications	2	7
Elective	14947	Describe data communications	3	4
Elective	14932	Describe Synchronous / Asynchronous Communication with computers	3	6
Core	14913	Explain the principles of computer networks	4	5
Elective	14942	Demonstrate and understanding of computer network communication	4	9
Elective	14953	Install a local area network	4	10
Elective	14931	Install networked computer application software	4	5
Elective	14945	Describe and install computer printers	4	2
Core	14908	Demonstrate an understanding of testing IT Systems against given specifications	4	6
Core	14919	Resolve computer user's problems	4	5
Core	14938	Resolve technical computer problems	4	5
Elective	14937	Apply the principles of supporting users of local area networks	4	7
				71 Credits
Total Credits				139
Note: 56 Credits (Fundamentals) to be acquired by using the Credit Allocation Transfer for learners who have passed English and Maths at level 4				