



NC INFORMATION TECHNOLOGY-SYSTEM SUPPORT

(SAQA ID 48573- Level 5)

Programme Name

National Certificate Information Technology—System Support, NQF Level 5, SAQA ID 48573, 148 credits.

Programme Purpose

- To develop learners with the requisite competencies against the skills profile for the systems support career path (The overarching aim being to develop a broader base of skilled ICT professionals to underpin economic growth)
- A qualifying learner at this level will be a well-rounded IT professional building on foundational technical skills acquired at NQF level 4, via the National Certificate in IT Technical support or equivalent
- This qualification is expanding the specialisations started at NQF level 4 into the core field of networking and support, with further specialisations into IT Support fields or in any other related vertical or enabled markets
- The qualification maybe acquired in the traditional way of formal study as well as in the workplace, through learnerships. Acquiring the qualification through learnerships has the potential of addressing the problems of the past, where new qualified people getting into the industry struggle to get employment, because they were required to have practical experience? The work place experience can now be gained while acquiring the qualification through the various learnership schemes that are planning to use this qualification.

Workplace Requirements

- Access to server environment
- Access to end- user support
- Access to network administrator
- Remote access control
- Access to business environment

Programme Description

- Prepare qualified learners for initial employment in the computer industry
- The qualification maybe acquired in the tradition way of formal study as well as in the workplace, through a learnership
- Acquiring the qualification through a learnership has the potential of addressing the problems of the past, where newly qualified people getting into the industry struggle to get employment, because they were required to have practical experience
- The workplace experience can now be gained while acquiring the qualification through the various learnership schemes that is planning to use this qualification

Target group

This qualification is designed to provide qualified learners with an under graduate entry into the field of networking/system support, earning credits towards tertiary offerings of the fields of computer.

Entry Requirements

- It is assumed that learners are competent in Communication and Mathematical literacy at NQF Level 3
- Completion of Technical Support/N+/ A+

Programme Outcomes

Qualifying learner should be capable of:

- Mobilise technical and technology-based resources to solve business problems in a specified content. Use logical methodology to trouble shoot the common types of hardware or software problems typically encountered in the day-to-day operations of an organisation.
- Understand the role of technology in the business context
- Create integrated technology-based communication systems for improved business effectiveness
- Store, manage and retrieve knowledge(Data) efficiently and effectively to meet organisational requirements
- Ensure secure information systems that will serve to protect the business form data loss and breaches of integrity
- Design and reflect business structure in the IT Systems appropriately in order to optimise operating efficiencies, flows of data resource utilisation with in the structure text
- Perform cost effectively and efficiently in technology-based projects
- Manage customer relations appropriately
- Operate effectively within a change, release and configuration process
- Utilise technology-based research tool and knowledge-based repositories
- Identify and communicate business opportunities appropriately
- Install, support and maintain end-user applications

Structure of the programme

The learnership Information Technology – System 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

Programme Roll-Out:				
Type	Unit Standard	Unit standard Title	Level	Credits
Module 1: Personal Development (5 days training and 5 days assessment)				
Fundamental	114076	Use computer technology to research a computer topic	4	3
Fundamental	10135	Work as a project team member	4	8
Fundamental	114051	Conduct a technical practitioners meeting	5	4
Fundamental	114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa	5	3
Fundamental	114059	Demonstrate an understanding of estimating a unit of work and the implications of late delivery	5	5
Fundamental	114050	Explain the principle of business and the role of information technology	5	4
Fundamental	8252	Writing business reports in retail/wholesale practices	5	6
Fundamental	114183	Apply the principles of resolving problems for single –user and multi-user computer operating	5	7
			Total Credits 40	
Module 2: Network, Concepts, Architecture and Standards (4 days training and 4 day assessment)				
Core	114060	Demonstrate an understanding of local area computer networks, by installing a network work station	5	5
Core	114074	Demonstrate and understanding of different computer network architecture and standards	5	5
Core	114072	Install an commission a local area computer network	5	9
Core	114061	Demonstrate an understanding of Wide Area Computer Networks (WAN's) comparing them with Local Area Network (LAN's)	5	5
			Total Credits 24	
Module 3: Client Server Networking (2 days training and 2 days assessment)				
Core	114046	Demonstrating and understanding of issues affecting the management of a local area computer network(LAN)	5	4
Core	114058	Demonstrate and understanding of the concepts of Multi User Computer Operating System	5	7
Module 4:Design a LAN for Developmental office and Enterprise Development (3 days training and 3 days assessment)				
Core	114056	Describe enterprise system management and its role in IT systems support	5	3
Core	114052	Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement	5	8
Core	114075	Design a Local Area Computer Network for departmental office environment	5	5
			Total Credits 27	
Module 5: Configure, Operate and Administer Server Computer and Peripherals (4 days training and 4 days assessment)				
Core	114047	Install and configure a multi-user networked operating system	5	9
Core	114053	Monitor and maintain an multi-user networked operating system	5	6
Core	114054	Administer a local area computer network	5	7
Core	114066	Test Network IT Systems against given specifications	5	4
			Total Credits 26	
Module 6: Database Access (4 days training and 4 days assessment)				
Elective	114048	Create database access for a computer application using structured query language	5	9
Elective	114049	Demonstrate an understanding of computer database management system	5	7
Elective	114069	Administer security systems for a multi-user computer system	6	15
			Total Credits 31	
Total Credits				148

