



FETC IT SYSTEMS DEVELOPMENT

SAQA ID: 78965

LP: N/A

NQF Level: 4

Minimum Credits: 167

Training Days: 20

Assessment Days: 20

Total Contact Days: 40

Accreditation Body: MICTSETA

E-Learning Days: N/A

Workplace Experience: 10 Months

Self-study Days: N/A

Qualification 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.

Programme Structure:

Classroom-based Interactive Learning
Workplace Learning
On-the-Job Coaching & Mentoring
Theoretical Assessment & Practical Workplace Observation

Qualification Purpose:

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

Qualification Target Group:

Systems development is intended for delegates already employed wishing to formalise their skills or anyone wishing to qualify as entry-level Systems developers and / or Computer Programmers. Delegates with this qualification have an introductory level of understanding about computer industry concepts and/or can work in areas of Information Technology with little technical complexity, for example entry-level computer programming, as junior project team member.

Minimum Entry Requirements:

Ability to use a personal computer competently
Competence in the unit standard, "Participate in formal meetings", NQF Level 2 (ID 14911).
Competent in Competent in Communication (English) at NQF Level 3
Competent in Mathematical Literacy at NQF Level 3

Workplace Requirements:

Access to software development and/ or a programming environment and relevant applications
Access to the Internet
An allocated Workplace Mentor / Supervisor

Qualification Outcomes:

- On completion of this qualification, the delegate should be able to:
- Communicate effectively with fellow IT staff & 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.
 - Demonstrate an understanding of Computer Programming Principles.
 - Work effectively as a team member within a development project environment.
 - Carry out, under supervision, a small size task to demonstrate an understanding of the knowledge, techniques & skills needed to understand the fundamentals of Computer Programming.

QUALIFICATION ROLL-OUT

Unit Standard Type	Unit Standard ID	Unit Standard Title	NQF Level	Credits
MODULE 1: INFORMATION TECHNOLOGY AND ASSOCIATED HARDWARE CONFIGURATIONS				
Core	14921	Describe the types of computer systems and associated hardware configurations	4	6
Core	14917	Explain computer architecture concepts	4	7
Core	14944	Explain how data is stored on computers	4	7
Core	114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	3	6
Core	14913	Explain the principles of computer networks	4	5
MODULE 2: APPLY PROBLEM SOLVING STRATEGIES & DEMONSTRATE KNOWLEDGE OF COMPUTER PRINCIPLES				
Core	14927	Apply problem solving strategies	4	4
Core	14920	Participate in groups and/or teams to recommend solutions to problems	4	3
Core	14938	Resolve technical computer problems	4	5
Core	14919	Resolve computer user's problems	4	5
Core	14908	Demonstrate an understanding of testing IT Systems against given specifications	4	6
MODULE 3: HANDLE AND COMPLY WITH CUSTOMER QUERIES				
Elective	252210	Handle a range of customer complaints	4	4
Elective	14926	Describe information systems departments in business organisations	4	3
Elective	10313	Comply with service levels as set out in a contact center operation	4	10
Elective	118028	Supervise customer service standards	4	8
MODULE 4: SPECIALIZATION: COMPUTER PROGRAMMING				
Core	14918	Describe the principles of Computer Programming	3	5
Core	14910	Apply the principles of Computer Programming	4	8
Core	14933	Demonstrate an understanding of creating multimedia/web-based computer applications with scripting	4	6
Core	14924	Demonstrate an understanding of information systems analysis	4	3
Core	14930	Demonstrate an understanding of the principles of developing software for the internet	4	3
Core	14909	Describe the difference between programming in Object Orientated and Procedural Languages	4	4
Core	14915	Design a computer program according to given specifications	4	8
MODULE 5 & 6: COMMUNICATION AND NUMERACY SKILLS				
56 Credits (Fundamental Communication and Mathematics) to be acquired by using the Credit Allocation Transfer based on Entry Level Criteria				