

SAQA ID: 78964

LP: N/A

NQF Level: 4

Minimum Credits: 193

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 an entry level for the further study in information Technology and related fields and initial employment in the computer industry. The qualification allows the credits achieved in the National Certificate 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.

**Qualification Target Group:**

Technical Support is intended for delegates already employed wishing to formalise their skills or anyone wishing to qualify as an entry-level Technical Support professional with required fundamental knowledge of the Information Technology field.

**Minimum Entry Requirements:**

Competent in Communication (English & 1 Other South African Language) at NQF Level 4  
Competent in Mathematical Literacy at NQF Level 4

**Workplace Requirements:**

Access to IT Technical Environment (Repairs, Installation of Software and Upgrading of Equipment)  
Access to a computer in an office environment  
Access to the Internet  
Access to End-Users in a Business Environment  
An allocated Workplace Mentor / Supervisor

**Qualification Outcomes:**

- On completion of this qualification, the delegate should be able to:
- Communicate effectively with fellow IT Staff and users of information systems.
  - 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, small sized tasks 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
    - Specialise in either PC Support (Learning Pathway 1) or Network Support (Learning Pathway 2)

# QUALIFICATION ROLL-OUT

Unit Standard Type	Unit Standard ID	Unit Standard Title	NQF Level	Credits
<b>MODULE 1: INFORMATION TECHNOLOGY AND ASSOCIATED HARDWARE CONFIGURATIONS</b>				
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
<b>MODULE 2: APPLY PROBLEM SOLVING STRATEGIES &amp; DEMONSTRATE KNOWLEDGE OF COMPUTER PRINCIPLES</b>				
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
<b>MODULE 3: HANDLE AND COMPLY WITH CUSTOMER QUERIES</b>				
Core	14963	Investigate the use of computer technology in an organisation	4	6
Core	252210	Handle a range of customer complaints	4	4
Core	14926	Describe information systems departments in business organisations	4	3
Core	10313	Comply with service levels as set out in a contact center Operation	4	10
<b>MODULE 4 A: SPECIALIZATION: PC SUPPORT – LEARNING PATHWAY 1</b>				
Elective	14922	Demonstrate knowledge of principles of electronic logic for computing	4	9
Elective	14929	Describe Computer Cabling	4	4
Elective	14934	Demonstrate an Understanding of Hardware Components for Personal Computers or Hand-held Computers	4	7
Elective	14939	Assemble a Personal Computer or Hand-held Computer and peripherals from modules	4	7
Elective	14935	Repair Peripherals for a Personal Computer or Hand-held Computer to Module	4	9
Elective	14940	Repair a Personal Computer or Hand-held Computer to module	4	12
Elective	14950	Install a Personal Computer or Hand-held Computer and Peripherals	4	7
Elective	14943	Install system software and applications software for a Personal Computer or Hand-held Computer	4	5
<b>MODULE 4 B: SPECIALIZATION: NETWORK SUPPORT – LEARNING PATHWAY 2</b>				
Elective	14922	Demonstrate knowledge of principles of electronic logic for computing	4	9
Elective	14928	Demonstrate knowledge of basic concepts of telecommunications	2	7
Elective	14932	Describe Synchronous and Asynchronous Communication with Computers	3	6
Elective	14947	Describe data communications	3	4
Elective	14942	Demonstrate an understanding of computer network communication	4	9
Elective	14931	Install networked computer application software	4	5
Elective	14953	Install a Local Area Network	4	10
Elective	14937	Apply the Principles of Supporting Users of a Local Area Network	4	7
<b>MODULE 5 &amp; 6: COMMUNICATION AND NUMERACY SKILLS</b>				

56 Credits (Fundamental Communication and Mathematics) to be acquired by using the Credit Allocation Transfer based on Entry Level Criteria