



NC

IT

SYSTEMS SUPPORT

SAQA ID: 48573

LP: N/A

NQF Level: 5

Minimum Credits: 148

Training Days: 22

Assessment Days: 22

Total Contact Days: 44

Accreditation Body: MICT SETA

E-Learning Days: N/A

Workplace Experience: 10 Months

Self-study Days: N/A

Qualification Description:

This qualification is formulated to develop learners with the required competencies against the skills profile for the systems support career path. The overarching aim is to develop a broader base of skilled ICT professionals to underpin economic growth.

Programme Structure:

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

Qualification Purpose:

This qualification is expanding the specialisations started at NQF level 4 into the core field of networking and support, with further specialisation's into IT Support fields or in any other related vertical markets.

Qualification Target Group:

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

Minimum Entry Requirements:

Foundational skills in English and Mathematics at NQF level 4 and the ability to use a personal computer competently.

Workplace Requirements:

Access to Network and Server Infrastructure.
Access to end-user support and to a business environment.

Qualification Outcomes:

- On completion of this qualification, the candidate will be able to:
- Mobilise technical and technology-based resources to solve business problems in a specified content.
 - Use logical methodology to troubleshoot 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.

QUALIFICATION ROLL-OUT

Unit Standard Type	Unit Standard ID	Unit Standard Title	NQF Level	Credits
MODULE 1: PERSONAL DEVELOPMENT				
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
MODULE 2: NETWORKING CONCEPTS, ARCHITECTURE AND STANDARDS				
Core	114074	Demonstrate an understanding of different computer network architecture and standards	5	5
Core	114061	Demonstrate an understanding of Wide Area Computer Networks (WAN's) comparing them with Local Area Network (LAN's)	5	5
Core	114072	Install and commission a local area computer network	5	9
MODULE 3: CLIENT SERVER NETWORKING				
Core	114075	Design a Local Area Computer Network for departmental office environment	5	5
Core	114060	Demonstrate an understanding of local area computer networks, by installing a network work station	5	5
Core	114054	Administer a local area computer network	5	7
Core	114046	Demonstrate an understanding of issues affecting the management of a local area computer network(LAN)	5	4
MODULE 4: ENTERPRISE SYSTEM MANAGEMENT AND LAN DEVELOPMENT				
Core	114058	Demonstrate an understanding of the concepts of Multi User Computer Operating System	5	7
Core	114047	Install and configure a multi-user networked operating system	5	9
Core	114053	Monitor and maintain a multi-user networked operating system	5	6
MODULE 5: CONFIGURE, OPERATE AND ADMINISTRATE SERVERS & COMPUTER PERIPHERALS				
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,	5	8
Core	114066	Test Network IT Systems against given specifications	5	4
MODULE 6A: SERVER INFRASTRUCTURE – LEARNING PATHWAY 1				
Elective	114064	Install and commission multi-user application software for a server computer	5	5
Elective	114065	Maintain and repair a server computer to module level	5	10
Elective	114069	Administer security systems for a multi-user computer system	6	15
MODULE 6B: DATABASE ADMINISTRATION – LEARNING PATHWAY 2				
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