



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This qualification is formulated to develop delegates with the required competencies against the skills profile for the systems support career path, specifically in specialist support to computer systems, admin systems, network systems and database systems.

This qualification is expanding the specialisations started at NQF level 4 into the core field of networking and support, with further specialisation's into either Pathway 1: Server Infrastructure or Pathway 2: Database Administration.

Target Audience

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 science.

Career opportunities include: Network support specialist, Operating system and Applications support, Hardware support specialist, Information system specialist etc.

Learning Outcomes

On completion, you should 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.
- 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 from 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.
- Operate effectively within a change, release and configuration process.
- Utilise technology-based research tool and knowledge-based repositories.
- Install, support and maintain end-user applications.

Information Technology

NC: IT Systems Support

MICTSETA Certification

SAQA ID: 48573

NQF Level: 5

Credits: 148

Course Delivery & Assessment

We use a blend of classroom-based interactive learning, workplace learning, On-the-job coaching & mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend lectures and complete practical workplace experiential learning for the remaining months.
- Demonstrate theoretical and practical understanding of programme content through assignment submissions and practical observations while at work.
- Participate in and contribute to group discussions, practical work and activities.
- Do individual self-study activities, including reading, quizzes, practise tests and test preparation for class
- Complete all exercises, assignments and assessments as required.
- Be declared competent by allocated Assessors, Moderators and SETA Verifiers to obtain a SETA certificate.

Entry Requirements

You will require:

- Foundational skills in English and Mathematics at NQF level 4 and the ability to use a personal computer competently.
- Preferably a qualification or Certificate in Information Technology at an NQF Level 4 or equivalent.

Workplace Requirements

You will need:

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



Course Content

NC: Information Technology - Systems Support
Accreditation Body: MICTSETA

SAQA ID: 48573 | **Learning Programme ID: N/A**
NQF Level: 5 | **Credits : 148**

Module 1: Personal Development

- Use computer technology to research a computer topic
- Work as a project team member
- Conduct a technical practitioners meeting
- Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa
- Demonstrate an understanding of estimating a unit of work and the implications of late delivery
- Explain the principle of business and the role of information technology
- Writing business reports in retail/wholesale practices
- Apply the principles of resolving problems for single –user and multi-user computer operating

Module 2: Networking Concepts, Architecture and Standards

- Demonstrate an understanding of different computer network architecture and standards
- Demonstrate an understanding of Wide Area Computer Networks (WAN's) comparing them with Local Area Network (LAN's)
- Install and commission a local area computer network

Module 3: Client Server Networking

- Design a Local Area Computer Network for departmental office environment
- Demonstrate an understanding of local area computer networks, by installing a network workstation
- Administer a local area computer network
- Demonstrate an understanding of issues affecting the management of a local area computer network(LAN)

Module 4: Enterprise System Management and Lan Development

- Demonstrate an understanding of the concepts of Multiuser Computer Operating System
- Install and configure a multi-user networked operating system
- Monitor and maintain a multi-user networked operating system
- Module 5: Configure, Operate and Administrate Servers & Computer Peripherals
- Describe enterprise system management and its role in IT systems support
- Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement
- Test Network IT Systems against given specifications

Module 6A: Server Infrastructure – Learning Pathway 1

- Install and commission multi-user application software for a server computer
- Maintain and repair a server computer to module level
- Administer security systems for a multi-user computer system

Module 6B: Database Administration – or Learning Pathway 2

- Create database access for a computer application using structured query language
- Demonstrate an understanding of computer database management system
- Administer security systems for a multi-user computer system



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