

National Certificate: Information Technology: Technical Support. (Networking)

NOF LEVEL 4,

SAQA QUALIFICATION ID. 24293

MINIMUM CREDITS : 163

PURPOSE AND RATIONALE OF THE QUALIFICATION

The purpose of 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 Systems Support at Higher Education Levels.

A Qualifying learner at this level will be a well-rounded entry-level Systems Support professional with a good fundamental knowledge of the Information Technology field, coupled with interpersonal and business skills, allowing for specialization in one of the following Systems Support fields:

- Hardware and Infrastructure Support for Personal Computers
- Hardware and Infrastructure Support for Office Products
- Data Communications and Networking
- (and any new field not specified yet, allowing for new specialisations in this area)

The qualification is designed to:

* Provide learners with an entry level for further study in Information Technology and related fields, as well

as for initial employment in the computer industry

* Provide learners with the flexibility to articulate in the IT environment with a wide variety of specialisation options and articulation within the Telecommunications, Information Technology and Electronic Industries and other industries where IT is a key component, like the Financial Services Industry.

Employment opportunities

Computer Technician,
IT Technician,
Network Administrator,
Network Technician.

FURTHER STUDIES AFTER LEVEL 4

Upon successful completion of the qualification, the learner will understand the role of a Systems Support Technician and be able to competently carry out the exit level outcomes of the qualification, in a business environment. The purpose of this qualification is stated as being a foundational qualification at the Further Education and Training band (level 4), allowing for further study in Information Technology and related fields at Higher Education levels. This will allow the qualified learner to progress to further qualifications either in Systems Support or other IT

domains, or in other related industries where IT is a key component.

In particular, this qualification has been designed to allow entry into either the National Certificates in Systems Support at NOF level 5 or the National Certificate in Systems Development at NOF level 5, but can also be used as foundational to other IT qualifications that will be defined in future

Duration: 1 Year

Qualification:

IT National Certificate; Technical Support (PC Engineering)

Certification Body : ISETT SETA

Entrance requirements:

Grade 11 (std 9) or an equivalent qualification or that level of education through experience (RPL)

Syllabus

First Semester

Numeracy skills

Business communication I

Office computing

Computer Architecture

Hardware components and infrastructure support

Second Semester

Business communication II
Information Systems & Technology
Network support
Customer support

Exit Level Outcomes:

A learner will 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. Select and use materials and equipment safely for technological purposes.

Work effectively as a team member within a support team.

Carry out, under supervision, a small size task to demonstrate knowledge of techniques & skills needed in one or more of the following areas of majoring/specialisation:
Hardware and Infrastructure Support for Personal Computers
Hardware and Infrastructure Support for Office Products
Data Communications and Network Support