amasiko
GROUP

FURTHER EDUCATION AND TRAINING CERTIFICATE: INFORMATION TECHNOLOGY: TECHNICAL SUPPORT

SAQA ID: 78964

LEVEL: 04

DURATION: 12 MONTHS

CONTENTS

ENTRY REQUIREMENTS

It is assumed that the learner is competent in skills gained at the further education and training band, with exposure to computing as an advantage, but not a requirement.

A learning assumption of this qualification is foundational skills in English and Mathematics at NQF level 3.

Further learning assumed is the ability to use a personal computer competently, and competence in the unit standard, "Participate in formal meetings", NQF Level 2 (ID 14911).

OBJECTIVE

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.

OBJECTIVE

The qualification can be acquired in the traditional way of formal study as well as in the workplace, through learnerships. Acquiring the qualification through learnerships has the potential of addressing the problems of the past, where newly qualified people getting into the industry struggled to get employment, because they were required to have practical experience. The workplace experience can now be gained while acquiring the qualification through the various learnership schemes that are planning to use this qualification.

The qualification is designed to:

o   Provide learners with an entry level for further study in Information Technology and related fields, as well as for initia employment in the computer industry.

o   Allow many of the listed unit standards to be used in Learnership Schemes in the Information Systems and Technology sector, as well as other sectors where Information Technology is a key requirement.

o   Provide a foundational qualification for people who are pursuing a career in the computer industry, or related fields. People with this qualification have an introductory level of understanding about computer industry concepts and/or are able to work in areas of Information Technology with little technical complexity. Examples of the areas covered are entry-level hardware, software, electronics and network support, on mainly (but not limited to) desktop and hand-held devices and local area networks.

o   Allow the credits achieved in the National Certificates 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.

o   Have a flexible structure to allow for changing requirements in the computer industry, and to allow providers to create learning programmes with a predominantly Information Technology Support component but tailored to meet the local, national or international needs.

QUALIFICATION OUTCOME

A learner will be able to:

1. Communicate effectively with fellow IT staff & users of information systems.

2. Demonstrate an understanding of different types of computer systems and the use of computer technology in business.

3. Demonstrate an understanding of problem solving techniques, and how to apply them in a technical environment.

4. Demonstrate an understanding of Computer Technology Principles.

5. Select and use materials and equipment safely for technological purposes.

6. Work effectively as a team member within a support team.

7. 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

In addition to the above, unit standards will be utilised to provide depth of specification of the outcomes ranges and the assessment criteria and processes.

TRAINING OUTCOME

CORE

UNITS STANDARDS	ID	CREDITS
Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	114636	6
Explain the principles of computer networks	14913	5
Apply problem solving strategies	14927	4
Comply with service levels as set out in a Contact Centre Operation	10313	10
Demonstrate an understanding of testing IT systems against given specifications	14908	6
Describe information systems departments in business organisations	14926	3
Describe the types of computer systems and associated hardware configurations	14921	6
Explain computer architecture concepts	14917	7
Explain how data is stored on computers	14944	7
Handle a range of customer complaints	152210	4
Investigate the use of computer technology in an organisation	14963	6
Participate in groups and/or teams to recommend solutions to problems	14920	3
Resolve computer user`s problems	14919	5
Resolve technical computer problems	14938	5

TRAINING OUTCOME

FUNDAMENTAL

Unit Standard	ID	Credits
Accommodate audience and context needs in oral/signed communication	119472	5
Interpret and use information from texts	119457	5
Use language and communication in occupational learning programmes	119467	5
Write/present/sign texts for a range of communicative contexts	119465	5
Apply comprehension skills to engage oral texts in a business environment	12154	5
Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	9015	6
Engage in sustained oral/signed communication and evaluate spoken/signed texts	119462	5
Read/view, analyse and respond to a variety of texts	119469	5
Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	9016	4
Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	7468	6
Write/present/sign for a wide range of contexts	119459	5

TRAINING OUTCOME

UNITS STANDARDS	ID	CREDITS
ELECTIVE		
Demonstrate knowledge of basic concepts of telecommunications	14928	7
Describe data communications	14947	4
Describe Synchronous/ Asynchronous Communication with computers	14932	6
Apply the principles of supporting users of local area networks	14937	7
Assemble a personal computer or handheld computer and peripherals from modules	14939	7
Demonstrate an understanding of computer network communication	14942	9
Demonstrate an understanding of hardware components for personal computers or handheld computers	14934	7
Demonstrate knowledge of the principles of electronic logic for computing	14922	9
Describe and install a facsimile machine	14952	2
Describe and install colour copiers/printers	14941	4
Describe and install computer printers	14945	2
Describe and install high-volume photocopier machines	14948	4
Describe and install photocopier machines	14946	3

TRAINING OUTCOME

UNITS STANDARDS	ID	CREDITS
ELECTIVE		
Describe and install scanning systems	14936	3
Describe computer cabling	14929	4
Install a local area network	14953	10
Install a personal computer or handheld computer and peripherals	14950	7
Install networked computer application software	14931	5
Install system software and application software for a personal computer or hand-held computer	14943	5
Repair a personal computer or hand-held computer to module level	14940	12
Repair peripherals for a personal computer or handheld computer to module level	14935	9

FOR BOOKINGS

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