

PROGRAMME LAYOUT

78964

Further Education and Training Certificate: Information

Technology Technical Support

Credits: 171

NQF LEVEL: 04

Learning Assumed to Be in Place and Recognition of Prior Learning:

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). The assumed learning can be acquired in the traditional way of formal study as well as in the workplace. Acquiring the competencies in a workplace (either via formal learnerships or normal on - the - job training) has the potential of addressing the problems of the past, where formal qualifications were only obtainable by way of formal study.

Exit Level Outcomes:

- ✓ 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:
 1. Hardware and Infrastructure Support for Personal Computers
 2. Hardware and Infrastructure Support for Office Products
 3. Data Communications and Network Support

UNIT STANDARD ALIGNMENT

Module: 01 - Communication Skills

US Type	ID	US Title	Level	Credits
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	03	5
Fundamental	119457	Interpret and use information from texts	03	5
Fundamental	119467	Use language and communication in occupational learning programmes	03	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	03	5
Fundamental	12154	Apply comprehension skills to engage oral texts in a business environment	04	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	04	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	04	5
Fundamental	119459	Write/present/sign for a wide range of contexts	04	5
Total Credits				40

UNIT STANDARD ALIGNMENT

Module: 02 - Numeracy Skills

US Type	ID	US Title	Credits
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2 and 3 dimensional space in different contexts	4
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	6
Total Credits			16

Module: 03 - Maintenance & Safety of A Computer Environment

US Type	ID	US Title	Credits
Core	114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	6
Total Credits			6

UNIT STANDARD ALIGNMENT

Module: 04 - Basic Computing

US Type	ID	US Title	Credits
Core	14921	Describe the types of computer systems and associated hardware configurations	6
Core	14917	Explain computer architecture concepts	7
Core	14944	Explain how data is stored on computers	7
Elective	14939	Assemble a personal computer or handheld computer and peripherals from modules	7
Total Credits			27

Module: 05 - Understanding Computer Networks

US Type	ID	US Title	Credits
Elective	14942	Demonstrate an understanding of computer network communication	9
Core	14913	Explain the principles of computer networks	5
Elective	14931	Install networked computer application software	5
Elective	14953	Install a local area network	10
Elective	14937	Apply the principles of supporting users of local area networks	7
Total Credits			36

UNIT STANDARD ALIGNMENT

Module: 06 - Organisational IT Concepts

US Type	ID	US Title	Credits
Core	10313	Comply with service levels as set out in a Contact Centre Operation	10
Core	14908	Demonstrate an understanding of testing IT systems against given specifications	6
Core	14926	Describe information systems departments in business organisations	3
Core	14963	Investigate the use of computer technology in an organisation	6
Total Credits			25

Module: 07 - Problem Solving & Customer Care

US Type	ID	US Title	Credits
Core	252210	Handle a range of customer complaints	4
Core	14927	Apply problem solving strategies	4
Core	14920	Participate in groups and/or teams to recommend solutions to problems	3
Total Credits			11



UNIT STANDARD ALIGNMENT

Module: 08 - Understanding Computer Technical Solutions

US Type	ID	US Title	Credits
Core	14919	Resolve computer user's problems	5
Core	14938	Resolve technical computer problems	5
Total Credits			10