

/EDGEICT

INFORMATION
TECHNOLOGY:

<h1>

// TECHNICAL SUPPORT


NQF Level 4 | SAQA ID - 78964 | Credits - 166 </h1>





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QUALIFICATION INFORMATION

Further Education and Training Certificate: Information Technology: Technical Support

Level 4 // SAQA ID: 78964 // Credits: 166

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).
- The assumed learning can be acquired in the traditional way of formal study as well as in the workplace.

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.

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.

// QUALIFICATION OUTCOME

By achieving this Qualification, the 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

RESPONSIBILITIES



Edge ICT will provide:

- Full project management of learnership
- Monthly progress reports, quarterly reports to the SETA and handling of SETA site visits and the external verification visit at the end of the learnership
- Fully equipped computer room, WI-FI services, course material, pens, and workbooks
- Training, using a Qualified Facilitator
- Assessments and moderation
- Uploading of learners on learner registration database and learner achievements
- Certificates of completion and competence
- SETA certificate of competence
- Venue suitable for the number of delegates and required refreshments
- Email access for learners
- Workplace provision



◀ QUALIFICATION STRUCTURE AND OUTLINES ▶

Skills Programme 1:

US Type	NLRD	Unit Standard Type	Level	Credits
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	12154	Apply comprehension skills to engage oral texts in a business environment	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Core	14927	Apply problem solving strategies	Level 4	4
Core	14920	Participate in groups and/or teams to recommend solutions to problems	Level 4	3
Total Credits				47

Skills Programme 2:

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

◀ QUALIFICATION STRUCTURE AND OUTLINES ▶

Skills Programme 3:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	Level 3	6
Core	14921	Describe the types of computer systems and associated hardware configurations	Level 4	6
Core	14917	Explain computer architecture concepts	Level 4	7
Elective	14922	Demonstrate knowledge of the principles of electronic logic for computing	Level 4	9
Core	10313	Comply with service levels as set out in a Contact Centre Operation	Level 4	10
Core	14908	Demonstrate an understanding of testing IT systems against given specifications	Level 4	6
Core	252210	Handle a range of customer complaints	Level 4	4
Core	14919	Resolve computer user`s problems	Level 4	5
Total Credits			53	

Skills Programme 4:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	14913	Explain the principles of computer networks	Level 3	5
Core	14926	Describe information systems departments in business organisations	Level 4	3
Core	14944	Explain how data is stored on computers	Level 4	7
Elective	14942	Demonstrate an understanding of computer network communication	Level 4	9
Elective	14953	Install a local area network	Level 4	10
Total Credits			34	

< QUALIFICATION STRUCTURE AND OUTLINES >

Skills Programme 5:

US Type	NLRD	Unit Standard Type	Level	Credits
Elective	14948	Describe and install high-volume photocopier machines	Level 4	4
Elective	14946	Describe and install photocopier machines	Level 4	3
Elective	14945	Describe and install computer printers	Level 4	2
Elective	14941	Describe and install colour copiersprinters	Level 4	4
Elective	14936	Describe and install scanning systems	Level 4	3
Total Credits				16

{ NOTIONAL HOURS MATRIX }

The roll out strategy below indicates the relationship between theory, practical, workplace and FSA component:

Skills Programmes	Credits	Notional Hours	Contact Session 30% (Hours)	Experiential Learning 70%(Hours)	TOTAL Notional Hours
1	47	470	141	329	470
2	16	160	48	112	160
3	53	530	159	371	530
4	34	340	102	238	340
5	16	160	48	112	160
TOTALS	166	1660	498	1162	1660

CONTACT US

☎ // 087 135 5543

✉ // info@edgeict.co.za

🖱 // www.edgeict.co.za

📍 // 12 Radar Dr, Durban North 4051

