



FETC:
INFORMATION
TECHNOLOGY:
TECHNICAL SUPPORT

FURTHER EDUCATION AND TRAINING CERTIFICATE: INFORMATION TECHNOLOGY: TECHNICAL SUPPORT

COURSE INFORMATION

SAQA ID: 78964
NQF Level: 4
Learnership Duration: 12 months
Credits: 190
Contact Sessions: Minimum Contact Session, including remediation (if required), and POE Building for this Qualification is 92 Days
Accrediting SETA: Media, Information and Communication Technology Sector Education & Training Authority

ENTRY CRITERIA

- Grade 12
- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.
- Computer Literacy at NQF Level 3.

QUALIFICATION RULES

The qualification consists of a minimum of 163 credits and has been designed in accordance with the SAQA regulations and

1. All fundamental unit standards are compulsory for this qualification. (56 credits)
2. All core unit standards are compulsory. (77 credits)
3. Elective unit standards totalling a minimum of 30 credits needs to be completed.

EQUIPMENT REQUIRED

- Hardware: Access to a computer, display monitor / keyboard / mouse / printer.
- Software: Windows 7 OS system | MS Office 2010 | Printer Driver (Where applicable)

CANDIDATE PROFILE & DEPLOYMENT

Target Market: a well-rounded entry-level Systems Support professional with a good fundamental knowledge of the Information Technology field, coupled with interpersonal and business skills.

Mentor Requirements: Mentor must have at least 5 years' experience in a Business Administration or similar environment.

Workplace Approval: Not Applicable

Workplace Requirements: Learners must be exposed to all Outcomes related to this qualification.

PURPOSE

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.

SKILL LEVEL OUTCOME

- 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

ASSESSMENT MANAGEMENT

Credit Accumulation Transfer (CAT):
CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Part 1 and Part 2 of every Cluster.

FISA Requirements:
Final Integrated Summative Assessment is requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL):
RPL is available for this qualification.

Learning Programme 1: Communicate effectively in a Technical Support Environment

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	119469	Read / view, analyse and respond to a variety of texts	5	18
Fundamental	119459	Write / present / sign for a wide range of contexts	5	
Fundamental	119465	Write / present / sign texts for a range of communicative contexts	5	
Fundamental	119462	Engage in sustained oral / signed communication and evaluate spoken / signed texts	5	
Fundamental	119467	Use language and communication in occupational learning programmes	5	
Fundamental	119457	Interpret and use information from texts	5	
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	5	
Fundamental	12154	Apply comprehension skills to engage oral texts in a business environment	5	
Core	14927	Apply problem solving strategies	4	
Core	14920	Participate in groups and/or teams to recommend solutions to problems	3	
PoE Building and Remedials				5

Learning Programme 2: Mathematical Literacy

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	6	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	
PoE Building and Remedials				5

Learning Programme 3: Computer Technology Principals and Support

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	14921	Describe the types of computer systems and associated hardware configurations	6	27
Core	114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	6	
Core	14917	Explain computer architecture concepts	7	
Elective	14932	Describe Synchronous/ Asynchronous Communication with computers	6	
Elective	14937	Apply the principles of supporting users of local area networks	7	
Elective	14922	Demonstrate knowledge of the principles of electronic logic for computing	9	
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	252210	Handle a range of customer complaints	4	
Core	14919	Resolve computer user's problems	5	
Core	14938	Resolve technical computer problems	5	
PoE Building and Remedials				



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Learning Programme 4: Design a LAN for a Departmental Office

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	14913	Explain the principles of computer networks	5	21
Core	14926	Describe information systems departments in business organizations	3	
Core	14944	Explain how data is stored on computers	7	
Core	14963	Investigate the use of computer technology in an organization	6	
Elective	14928	Demonstrate knowledge of basic concepts of telecommunications	7	
Elective	14931	Install networked computer application software	5	
Elective	14942	Demonstrate an understanding of computer network communication	9	
Elective	14947	Describe data communications	4	
Elective	14953	Install a local area network	10	
PoE Building and Remedials				5