

Further Education and Training Certificate: Technical Support

SAQA: 78364 | NQF Level: 4 | Total Credits: 163 | Duration: 1 Year (2 Semesters)

Accreditation Authority: Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA)

This qualification provides learners with the skills and knowledge to provide technical support within the IT sector. Graduates will be able to assist with the installation, configuration and maintenance of IT systems, troubleshooting software and hardware issues and supporting users.

Admission Requirements

To register for this qualification, candidates must meet one of the following criteria:

- ❖ National Certificate at NQF Level 3 or equivalent
- ❖ Recognition of Prior Learning (RPL) is available for candidates with relevant industry experience.

Qualification Structure

The Further Education and Training Information Technology: Technical Support is designed to offer a solid foundation in IT systems support. This Qualification includes three main components: Fundamental, Core and Elective Modules, totalling a minimum of 163 credits, delivered over one year, the structure of this qualification is as follows:

Unit Standard	Modules	NQF Level	Credits
SEMESTER 1			
Module 1: Communication 1st Language			
12154	Apply comprehensive skills to engage oral texts in a business environment.	4	5
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
119469	Read/View, analyse and respond to a variety of texts	4	5
119465	Write/Present/sign for a wide range of contexts	5	5
Module 2: Hardware Support			
14908	Demonstrate an understanding of testing IT systems against given specifications	4	6
114636	Demonstrate an understanding of preventative maintenance environmental issues	3	6
14936	Investigate the use of technology in an organisation	4	6
14917	Explain computer architecture concepts	4	7
14917	Describe the types of computer systems and associated hardware configurations	4	6
Module 3: Advanced EUC Volume 2			
14944	Explain how data is stored on computers	4	7
Module 4: Mathematics			
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
9015	Apply the knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
9016	Represent analyse and calculate shape and motion in 2-and-3-dimensional space	4	4
SEMESTER 2			
Module 5: Communication 2nd Language			
119472	Accommodate audience and context needs in oral/signed communication	3	5
119457	Interpret and use information from texts	3	5

119467	Use language and communication in occupational learning programmes	3	5
119465	Write/present/sign texts for a range of communication contexts	3	5
Module 6: Basic of Networks			
14938	Resolve technical computer programmes	4	5
14913	Explain the principle of computer networks	3	5
Module 7: Help Desk Technology			
252210	Handle a range of customer complaints	4	4
10313	Comply with service levels as set out in a Contact Centre Operation	4	10
14919	Resolve computer users' problems	4	5
14926	Describe information systems department in business organisations	4	3
14927	Apply problem solving strategies	4	4
14920	Participate in groups and/to teams to recommend solutions to problems	4	3
Module 8 : Elective 1 : PC Engineering			
14922	Demonstrate knowledge of the principles of electronic logic for computing	4	9
14934	Demonstrate an understanding of hardware components for personal computer or handheld computers	4	7
14935	Repair peripherals for a personal computer or handheld computer to module level	4	9
14939	Repair peripherals for a personal computer or handheld computer to module level, Assemble a personal computer or handheld computer and peripherals from modules	4	7
14940	Repair a personal computer or handheld computer to module level	4	12

Career Opportunities

Students for this qualification are equipped with the essential skills needed to excel in all industries. Upon completing this qualification, Students can pursue various career opportunities, including:

- ❖ IT Support Technician
- ❖ Help Desk Technician
- ❖ Network Support Administrator
- ❖ Systems Administrator
- ❖ IT Consultant
- ❖ Technical Support Specialist

Articulation Options

- ❖ Horizontal: Further Education and Training Certificate: Systems Support (NQF Level 5), National Diploma in Information Technology (NQF Level 6)
- ❖ Vertical: Further Education and Training Certificate: Networking (NQF Level 4)
- ❖ Diagonal: National Certificate in Project Management (NQF Level 5)