

## Transcript

This serves to certify: First Name: Julian  
Last Name: Stone  
National ID: 9805295028081  
Provider Detail: Trade Name: CTU TRAINING SOLUTIONS  
Accreditation No: ACC/2006/07/186  
Student Number: CN:IS/LA/ETQA/22605  
Date of Issue: 28-02-2022

### Unit Standards Achieved

SAQA ID	UNIT STANDARD TITLE	NQF LEVEL	CREDITS
14918	Describe the principles of Computer Programming	3	5
14913	Explain the principles of computer networks	3	5
14927	Apply problem solving strategies	4	4
14910	Apply the principles of Computer Programming	4	8
14933	Demonstrate an understanding of creating multimedia/web-based computer applications with scripting	4	6
14924	Demonstrate an understanding of information systems analysis	4	3
14930	Demonstrate an understanding of the principles of developing software for the internet	4	3
14909	Describe the difference between programming in Object Orientated and Procedural Languages	4	4
14915	Design a computer program according to given specifications	4	8
14917	Explain computer architecture concepts	4	7
14944	Explain how data is stored on computers	4	7
14920	Participate in groups and/or teams to recommend solutions to problems	4	3
119472	Accommodate audience and context needs in oral/signed communication	3	5
119458	Analyse and respond to a variety of literary texts	3	5
119457	Interpret and use information from texts	3	5
119465	Write/present/sign texts for a range of communicative contexts	3	5
12154	Apply comprehension skills to engage oral texts in a business environment	4	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
119469	Read/view, analyse and respond to a variety of	4	5

	texts		
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
119459	Write/present/sign for a wide range of contexts	4	5
244574	Apply knowledge of HIV/AIDS to a specific business sector and a workplace	3	4
114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	3	6
14912	Investigate the use of computer technology in an organisation	3	6
10313	Comply with service levels as set out in a Contact Centre Operation	4	10
14908	Demonstrate an understanding of testing IT systems against given specifications	4	6
14926	Describe information systems departments in business organisations	4	3
14921	Describe the types of computer systems and associated hardware configurations	4	6
252210	Handle a range of customer complaints	4	4
14919	Resolve computer user's problems	4	5
118028	Supervise customer service standards	4	8
120379	Work as a project team member	4	8



**Senior Manager: ETQA**

**Natalie Nelson**

**MICT SETA**