iCOLLEGE

Affordable Quality Education

Certificate of Completion

This is to certify that

NTOMBIFUTHI GO

has shown competency in the

INFORMATION TECHNOLOGY TECHNICAL SUPPORT COURSE

covering the following learning aspects:

Use the Mathematics to Investigate and Monitor the Financial Aspects of Personal, Business, National and International Issues
Accommodate Audience and Context Needs in Oral Communication
Interpret and Use Information from Texts
Write Texts for a Range of Communicative Contexts
Use Language and Communication in Occupational Learning Programmes
Engage in Sustained Oral Communication and Evaluate Spoken Texts
Read Analyze and Respond to a Variety of Texts
Write for a Wide Range of Context
Apply Knowledge of Statistics and Probability to Critically Interrogate and Effectively Communicate Findings on Life Related Problems
Represent Analysis and Calculate Shape and Motion in 2-and3-Dimensional Space in Different Contexts
Assemble a Personal Computer or Handheld Computer and peripherals from Modules
Demonstrate an Understanding of Hardware Components for Personal or Handheld Computers
Describe and Install a Facsimile Machine
Apply Comprehension Skills to Engage Oral Texts in a Business Environment
Describe and Install Colour Copiers/Printers
Describe and Install Computer Printers
Demonstrate an Understanding of Preventative Maintenance, Environmental And Safety Issues in a Computer Environment
Describe and Install High-volume Photocopier Machines
Describe and Install Photocopier Machines
Repair Peripherals for a Personal or Handheld Computer to Module Level
Repair a Personal or Handheld Computer to Module Level

Apply Problem Solving Strategies
Handle a Range of Customer Complaints
Comply with Service Levels as Set Out in a Contact Centre Operation
Demonstrate an Understanding of Testing IT Systems Against Given Specifications
Explain the Principles of Computer Networks
Explain Computer Architecture Concepts
Resolve Computer User's Problems
Describe the Types of Computer Systems and Associated Hardware Configurations
Describe Information System Departments in Business Organizations
Resolve Technical Computer Problems
Explain how Data is Stored on Computers
Investigate the Use of Computer Technology in an Organization
Demonstrate Knowledge of the Principles of Electronic Logic for Computing
Demonstrate Knowledge of Basic Concepts of Telecommunications
Describe and Install Scanning Systems
Install Networked Computer Application Software
Describe Computer Cabling
Describe Synchronous / Asynchronous Communication with Computers
Apply the Principles of Supporting Users of Local Area Networks
Demonstrate an Understanding of Computer Network Communication
Participate in Groups and/or Teams to Recommend Solutions to Problems
Describe Data Communications
Install a Local Area Network
Install a Personal or Handheld Computer and Peripherals
Install System Software and Application Software for a Personal or Handheld Computer

NQF LEVEL 4

Credits 163

ID Number: 900625 1051 080

Reference Number:
2014/09/12/C21052

Registrar

Divisional Director

EXCELLENCE IN LEARNING

12 SEPTEMBER 2014
Date issued