**National Certificate: Information Technology: Systems Support**

**Qualification Details:**

**Qualification Name**

48573: Further Education and Training Certificate: Systems Support  
NQF Level 5  
Total credits to be obtained after achievement: 147

**Purpose of the Qualification**

To develop learners with the requisite competencies against the skills profile for the systems support career path (The overarching aim being to develop a broader base of skilled ICT professionals to underpin economic growth)   
An understanding of different types of computer systems and the use of computer technology in business is demonstrated, being able to:

 describe the different computer systems and associated hardware and network configurations

 Describe the staffing and the operations, development and control activities in a modern computing environment

 Demonstrate an understanding of the social and economic implications of the use of computers

**Target Audience**

Learners wanting to specialise in Identifying and recommending appropriate IT solutions to business problems.

**Qualification Objectives** Describe fundamental networking concepts

 Use basic administrative tools for at least one network operating system

 Configure at least one network protocol

 Install, configure and administer at least one server operating system

 Implement and administer a departmental local area network infrastructure

 Implement and administer a Directory Service infrastructure

 Maintain of a secure local area network

 Troubleshoot a departmental local area network

**Entry/Admission Requirements**

 Communication: NQF Level 4.

 Second Language: NQF Level 3.

 Mathematics: NQF Level 4

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| **UNIT STANDARDS:** |

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|  | **ID** | **UNIT STANDARD TITLE** | **PRE-2009 NQF LEVEL** | **NQF LEVEL** | **CREDITS** |
| Core | [114054](http://regqs.saqa.org.za/showUnitStandard.php?id=114054) | Administer a local area computer network | Level 5 | Level TBA: Pre-2009 was L5 | 7 |
| Core | [114074](http://regqs.saqa.org.za/showUnitStandard.php?id=114074) | Demonstrate an understanding of different computer network architectures and standards | Level 5 | Level TBA: Pre-2009 was L5 | 5 |
| Core | [114046](http://regqs.saqa.org.za/showUnitStandard.php?id=114046) | Demonstrate an understanding of issues affecting the management of a local area computer network (LAN) | Level 5 | Level TBA: Pre-2009 was L5 | 4 |
| Core | [114060](http://regqs.saqa.org.za/showUnitStandard.php?id=114060) | Demonstrate an understanding of local area computer networks, by installing a networked workstation | Level 5 | Level TBA: Pre-2009 was L5 | 5 |
| Core | [114058](http://regqs.saqa.org.za/showUnitStandard.php?id=114058) | Demonstrate an understanding of the concepts of Multi-User computer Operating systems | Level 5 | Level TBA: Pre-2009 was L5 | 7 |
| Core | [114061](http://regqs.saqa.org.za/showUnitStandard.php?id=114061) | Demonstrate an understanding of Wide Area Computer Networks (WAN`s), comparing them with Local Area Networks (LAN`s) | Level 5 | Level TBA: Pre-2009 was L5 | 5 |
| Core | [114052](http://regqs.saqa.org.za/showUnitStandard.php?id=114052) | Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement | Level 5 | Level TBA: Pre-2009 was L5 | 8 |
| Core | [114056](http://regqs.saqa.org.za/showUnitStandard.php?id=114056) | Describe enterprise systems management and its role in IT systems support | Level 5 | Level TBA: Pre-2009 was L5 | 3 |
| Core | [114075](http://regqs.saqa.org.za/showUnitStandard.php?id=114075) | Design a local area computer network for a departmental office environment | Level 5 | Level TBA: Pre-2009 was L5 | 5 |
| Core | [114072](http://regqs.saqa.org.za/showUnitStandard.php?id=114072) | Install and commission a local area computer network | Level 5 | Level TBA: Pre-2009 was L5 | 9 |
| Core | [114047](http://regqs.saqa.org.za/showUnitStandard.php?id=114047) | Install and configure a multi-user networked operating system | Level 5 | Level TBA: Pre-2009 was L5 | 9 |
| Core | [114053](http://regqs.saqa.org.za/showUnitStandard.php?id=114053) | Monitor and maintain a multi-user networked operating system | Level 5 | Level TBA: Pre-2009 was L5 | 6 |
| Core | [114066](http://regqs.saqa.org.za/showUnitStandard.php?id=114066) | Test Networked IT systems against given specifications | Level 5 | Level TBA: Pre-2009 was L5 | 4 |
| Fundamental | [114076](http://regqs.saqa.org.za/showUnitStandard.php?id=114076) | Use computer technology to research a computer topic | Level 4 | NQF Level 04 | 3 |
| Fundamental | [10135](http://regqs.saqa.org.za/showUnitStandard.php?id=10135) | Work as a project team member | Level 4 | NQF Level 04 | 8 |
| Fundamental | [114183](http://regqs.saqa.org.za/showUnitStandard.php?id=114183) | Apply the principles of resolving problems for single-user and multi-user computer operating systems | Level 5 | Level TBA: Pre-2009 was L5 | 7 |
| Fundamental | [114051](http://regqs.saqa.org.za/showUnitStandard.php?id=114051) | Conduct a technical practitioners meeting | Level 5 | Level TBA: Pre-2009 was L5 | 4 |
| Fundamental | [114055](http://regqs.saqa.org.za/showUnitStandard.php?id=114055) | Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa | Level 5 | Level TBA: Pre-2009 was L5 | 3 |
| Fundamental | [114059](http://regqs.saqa.org.za/showUnitStandard.php?id=114059) | Demonstrate an understanding of estimating a unit of work and the implications of late delivery | Level 5 | Level TBA: Pre-2009 was L5 | 5 |
| Fundamental | [114050](http://regqs.saqa.org.za/showUnitStandard.php?id=114050) | Explain the principles of business and the role of information technology | Level 5 | Level TBA: Pre-2009 was L5 | 4 |
| Fundamental | [8252](http://regqs.saqa.org.za/showUnitStandard.php?id=8252) | Writing business reports in Retail/Wholesale practices | Level 5 | Level TBA: Pre-2009 was L5 | 6 |
| Elective | [114062](http://regqs.saqa.org.za/showUnitStandard.php?id=114062) | Assemble a server computer and peripherals from modules | Level 5 | Level TBA: Pre-2009 was L5 | 5 |
| Elective | [114048](http://regqs.saqa.org.za/showUnitStandard.php?id=114048) | Create database access for a computer application using structured query language | Level 5 | Level TBA: Pre-2009 was L5 | 9 |
| Elective | [114049](http://regqs.saqa.org.za/showUnitStandard.php?id=114049) | Demonstrate an understanding of Computer Database Management Systems | Level 5 | Level TBA: Pre-2009 was L5 | 7 |
| Elective | [114063](http://regqs.saqa.org.za/showUnitStandard.php?id=114063) | Install a server computer and peripherals | Level 5 | Level TBA: Pre-2009 was L5 | 7 |
| Elective | [114064](http://regqs.saqa.org.za/showUnitStandard.php?id=114064) | Install and commission multi-user application software for a server computer | Level 5 | Level TBA: Pre-2009 was L5 | 5 |
| Elective | [114073](http://regqs.saqa.org.za/showUnitStandard.php?id=114073) | Install and commission multi-user system software on a server computer | Level 5 | Level TBA: Pre-2009 was L5 | 7 |
| Elective | [114057](http://regqs.saqa.org.za/showUnitStandard.php?id=114057) | Install high-volume/High-Speed computer cabling for server computer system | Level 5 | Level TBA: Pre-2009 was L5 | 10 |
| Elective | [114065](http://regqs.saqa.org.za/showUnitStandard.php?id=114065) | Maintain and repair a server computer to module level | Level 5 | Level TBA: Pre-2009 was L5 | 10 |
| Elective | [114042](http://regqs.saqa.org.za/showUnitStandard.php?id=114042) | Maintain and repair colour photocopiers/printers | Level 5 | Level TBA: Pre-2009 was L5 | 5 |
| Elective | [114182](http://regqs.saqa.org.za/showUnitStandard.php?id=114182) | Maintain and repair computer printers | Level 5 | Level TBA: Pre-2009 was L5 | 3 |
| Elective | [114067](http://regqs.saqa.org.za/showUnitStandard.php?id=114067) | Maintain and repair facsimile (fax) machines | Level 5 | Level TBA: Pre-2009 was L5 | 3 |
| Elective | [114070](http://regqs.saqa.org.za/showUnitStandard.php?id=114070) | Maintain and repair high-volume photocopier machines | Level 5 | Level TBA: Pre-2009 was L5 | 5 |
| Elective | [114071](http://regqs.saqa.org.za/showUnitStandard.php?id=114071) | Maintain and repair photocopier machines | Level 5 | Level TBA: Pre-2009 was L5 | 4 |
| Elective | [114068](http://regqs.saqa.org.za/showUnitStandard.php?id=114068) | Maintain and repair scanning systems | Level 5 | Level TBA: Pre-2009 was L5 | 4 |
| Elective | [114077](http://regqs.saqa.org.za/showUnitStandard.php?id=114077) | Maintain and repair server computer peripherals to module level | Level 5 | Level TBA: Pre-2009 was L5 | 10 |
| Elective | [114045](http://regqs.saqa.org.za/showUnitStandard.php?id=114045) | Operate an enterprise server computer system | Level 5 | Level TBA: Pre-2009 was L5 | 6 |
| Elective | [114043](http://regqs.saqa.org.za/showUnitStandard.php?id=114043) | Support a local area computer network | Level 5 | Level TBA: Pre-2009 was L5 | 10 |
| Elective | [114069](http://regqs.saqa.org.za/showUnitStandard.php?id=114069) | Administer security systems for a multi-user computer system | Level 6 | Level TBA: Pre-2009 was L6 | 15 |
| Elective | [114044](http://regqs.saqa.org.za/showUnitStandard.php?id=114044) | Demonstrate an understanding of change management for computer systems | Level 6 | Level TBA: Pre-2009 was L6 | 3 |