**FET CERTIFICATE: INFORMATION TECHNOLOGY TECHNICAL SUPPORT L4 CURRICULUM DESIGN**

**Qualification Details:**

**Qualification Name**

78964: Further Education and Training Certificate: Technical Support

NQF Level 4

Total credits to be obtained after achievement: 163.

**Purpose of the Qualification**

The purpose of the qualification is to build a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Systems support, covering knowledge needed for further study in the field of system support at Higher Education Levels

**Target audience**: learners wanting to specialize in the technical component of IT

**Entry/Admission requirements**

* Foundational skills in English and Mathematics at NQF Level 3 and Computer Literacy skills
* Grade 11 or equivalent.

**Qualification Duration:** 1 Year (Full time)

**Possible Careers**

* End User Support Technician
* IT Technician
* Sever Administrator
* Lan Administrator

**78964: Technical Support Programme Content**

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|  | **ID** | **UNIT STANDARD TITLE** | **NQF LEVEL** | **CREDITS** |
| Core | [114636](http://allqs.saqa.org.za/showUnitStandard.php?id=114636) | Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment | NQF Level 03 | 6 |
| Core | [14913](http://allqs.saqa.org.za/showUnitStandard.php?id=14913) | Explain the principles of computer networks | NQF Level 03 | 5 |
| Core | [14927](http://allqs.saqa.org.za/showUnitStandard.php?id=14927) | Apply problem solving strategies | NQF Level 04 | 4 |
| Core | [10313](http://allqs.saqa.org.za/showUnitStandard.php?id=10313) | Comply with service levels as set out in a Contact Centre Operation | NQF Level 04 | 10 |
| Core | [14908](http://allqs.saqa.org.za/showUnitStandard.php?id=14908) | Demonstrate an understanding of testing IT systems against given specifications | NQF Level 04 | 6 |
| Core | [14926](http://allqs.saqa.org.za/showUnitStandard.php?id=14926) | Describe information systems departments in business organisations | NQF Level 04 | 3 |
| Core | [14921](http://allqs.saqa.org.za/showUnitStandard.php?id=14921) | Describe the types of computer systems and associated hardware configurations | NQF Level 04 | 6 |
| Core | [14917](http://allqs.saqa.org.za/showUnitStandard.php?id=14917) | Explain computer architecture concepts | NQF Level 04 | 7 |
| Core | [14944](http://allqs.saqa.org.za/showUnitStandard.php?id=14944) | Explain how data is stored on computers | NQF Level 04 | 7 |
| Core | [252210](http://allqs.saqa.org.za/showUnitStandard.php?id=252210) | Handle a range of customer complaints | NQF Level 04 | 4 |
| Core | [14963](http://allqs.saqa.org.za/showUnitStandard.php?id=14963) | Investigate the use of computer technology in an organisation | NQF Level 04 | 6 |
| Core | [14920](http://allqs.saqa.org.za/showUnitStandard.php?id=14920) | Participate in groups and/or teams to recommend solutions to problems | NQF Level 04 | 3 |
| Core | [14919](http://allqs.saqa.org.za/showUnitStandard.php?id=14919) | Resolve computer user`s problems | NQF Level 04 | 5 |
| Core | [14938](http://allqs.saqa.org.za/showUnitStandard.php?id=14938) | Resolve technical computer problems | NQF Level 04 | 5 |
| Fundamental | [119472](http://allqs.saqa.org.za/showUnitStandard.php?id=119472) | Accommodate audience and context needs in oral/signed communication | NQF Level 03 | 5 |
| Fundamental | [119457](http://allqs.saqa.org.za/showUnitStandard.php?id=119457) | Interpret and use information from texts | NQF Level 03 | 5 |
| Fundamental | [119467](http://allqs.saqa.org.za/showUnitStandard.php?id=119467) | Use language and communication in occupational learning programmes | NQF Level 03 | 5 |
| Fundamental | [119465](http://allqs.saqa.org.za/showUnitStandard.php?id=119465) | Write/present/sign texts for a range of communicative contexts | NQF Level 03 | 5 |
| Fundamental | [12154](http://allqs.saqa.org.za/showUnitStandard.php?id=12154) | Apply comprehension skills to engage oral texts in a business environment | NQF Level 04 | 5 |
| Fundamental | [9015](http://allqs.saqa.org.za/showUnitStandard.php?id=9015) | Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems | NQF Level 04 | 6 |
| Fundamental | [119462](http://allqs.saqa.org.za/showUnitStandard.php?id=119462) | Engage in sustained oral/signed communication and evaluate spoken/signed texts | NQF Level 04 | 5 |
| Fundamental | [119469](http://allqs.saqa.org.za/showUnitStandard.php?id=119469) | Read/view, analyse and respond to a variety of texts | NQF Level 04 | 5 |
| Fundamental | [9016](http://allqs.saqa.org.za/showUnitStandard.php?id=9016) | Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts | NQF Level 04 | 4 |
| Fundamental | [7468](http://allqs.saqa.org.za/showUnitStandard.php?id=7468) | Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues | NQF Level 04 | 6 |
| Fundamental | [119459](http://allqs.saqa.org.za/showUnitStandard.php?id=119459) | Write/present/sign for a wide range of contexts | NQF Level 04 | 5 |
| Elective | [14928](http://allqs.saqa.org.za/showUnitStandard.php?id=14928) | Demonstrate knowledge of basic concepts of telecommunications | NQF Level 02 | 7 |
| Elective | [14947](http://allqs.saqa.org.za/showUnitStandard.php?id=14947) | Describe data communications | NQF Level 03 | 4 |
| Elective | [14939](http://allqs.saqa.org.za/showUnitStandard.php?id=14939) | Assemble a personal computer or handheld computer and peripherals from modules | NQF Level 04 | 7 |
| Elective | [14942](http://allqs.saqa.org.za/showUnitStandard.php?id=14942) | Demonstrate an understanding of computer network communication | NQF Level 04 | 9 |
| Elective | [14922](http://allqs.saqa.org.za/showUnitStandard.php?id=14922) | Demonstrate knowledge of the principles of electronic logic for computing | NQF Level 04 | 9 |
| Elective | [14929](http://allqs.saqa.org.za/showUnitStandard.php?id=14929) | Describe computer cabling | NQF Level 04 | 4 |
| Elective | [14953](http://allqs.saqa.org.za/showUnitStandard.php?id=14953) | Install a local area network | NQF Level 04 | 10 |
| Elective | [14931](http://allqs.saqa.org.za/showUnitStandard.php?id=14931) | Install networked computer application software | NQF Level 04 | 5 |
| Elective | [14935](http://allqs.saqa.org.za/showUnitStandard.php?id=14935) | Repair peripherals for a personal computer or handheld computer to module level | NQF Level 04 | 9 |
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