



INFORMATION TECHNOLOGY

NATIONAL CERTIFICATE: INFORMATION TECHNOLOGY: SUPPORT SYSTEMS

COURSE INFORMATION

SAQA ID: 48573

NQF Level: 5

Learnership Duration: 12 months

Credits: 147

Contact Sessions: Customised to client strategic needs and learners experience. This Qualification is for **30 days**.

Accrediting SETA: Media, Information and Communication Technologies Sector Education and training Authority (MICTSETA)

PURPOSE

The 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)
- A qualifying learner at this level will be a well-rounded IT professional building on foundational technical skills acquired at NQF level 4, via the National Certificate in IT Technical support or equivalent
- This qualification is expanding the specialisations started at NQF level 4 into the core field of networking and support, with further specialisations into in IT Support fields or in any other related vertical or enabled markets
- The qualification maybe acquired in the traditional way of formal study as well as in the workplace, through learnerships. Acquiring the qualification through learnerships has the potential of addressing the problems of the past, where new qualified people getting into the industry struggle to get employment, because they were required to have practical experience? The workplace experience can now be gained while acquiring the qualification through the various learnership schemes that are planning to use this qualification.

ENTRY CRITERIA

- Numeracy at NQF Level 4
- Literacy at NQF Level 4

MARKET INFORMATION

Target Market: This qualification is designed to provide qualified learners with an undergraduate entry into the field of networking/system support, earning credits towards tertiary offerings of the fields of computer.

Target Industries: All industries that have require staff to use a computer

Training Equipment Required: Access to a computer.

QUALIFICATION RULES

The qualification consists of a minimum of 147 credits and has been designed in accordance with the SAQA rules of combination

Rules regarding Fundamental, Core and Electives

1. All fundamental outcomes are compulsory for this qualification (40 credits)
2. All core outcomes are compulsory (77 credits)
3. A minimum of 30 elective credits need to be completed.

SKILLS OUTCOMES

The 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)
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GENERAL INFORMATION



FISA Requirements: Final Integrated Summative Assessment is **not** a requirement for the successful completion of this learnership.



Recognition of Prior Learning (RPL): RPL is **not** available for this qualification



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UNIT STANDARDS

Cluster 1 – Personal Development.

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	114076	Use computer technology to research a computer topic	3
Fundamental	10135	Work as a project team member	8
Fundamental	114051	Conduct a technical practitioners meeting	4
Fundamental	114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa	3
Fundamental	114059	Demonstrate an understanding of estimating a unit of work and the implications of late delivery	5
Fundamental	114050	Explain the principle of business and the role of information technology	4
Fundamental	8252	Writing business reports in retail/wholesale practices	6
Fundamental	114183	Apply the principles of resolving problems for single–user and multi-user computer operating	7

Recommended training days for Cluster 1 is 8 days

Cluster 2 - Network, Concepts, Architecture and Standards.

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114060	Demonstrate an understanding of local area computer networks, by installing a network workstation	5
Core	114074	Demonstrate and understanding of different computer network architecture and standards	5
Core	114072	Install a commission a local area computer network	9
Core	114061	Demonstrate an understanding of Wide Area Computer Networks (WAN's) comparing them with Local Area Network (LAN's)	5
Core	114060	Demonstrate an understanding of local area computer networks, by installing a network workstation	5

Recommended training days for Cluster 2 is 8 days

Cluster 3 - Client Server Networking

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114046	Demonstrating and understanding of issues affecting the management of a local area computer network (LAN)	4
Core	114058	Demonstrate and understanding of the concepts of Multiuser Computer Operating System	7
Elective	114063	Install a server computer and peripherals	7
Elective	114062	Assemble a server computer and peripherals from modules	5

Recommended training days for Cluster 3 is 5 days



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Cluster 4 – Design a LAN for developmental office and Enterprise Development

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114056	Describe enterprise system management and its role in IT systems support	3
Core	114052	Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement	8
Core	114075	Design a Local Area Computer Network for departmental office environment	5

Recommended training days for Cluster 4 is 3 days

Cluster 5 – Configure, Operate and administer Server computer and Peripherals

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114047	Install and configure a multi-user networked operating system	9
Core	114053	Monitor and maintain a multi-user networked operating system	6
Core	114054	Administer a local area computer network	7
Core	114066	Test Network IT Systems against given specifications	4

Recommended training days for Cluster 5 is 6 days

Cluster 6 – Database access

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	114048	Create database access for a computer application using structured query language	9
Elective	114049	Demonstrate an understanding of computer database management system	7

Recommended training days for Cluster 6 is 3 days