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Learnership

Information Technology: Technical Support

Level 4   **SAQA ID – 78964**   **166 Credits**

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Qualification Information

Further Education and Training Certificate: Information Technology: Technical Support

Level 4   SAQA ID – 78964   166 Credits

Entry Requirements:

It is assumed that the learner is competent in skills gained at the further education and training band, with exposure to computing as an advantage, but not a requirement. A learning assumption of this qualification is foundational skills in English and Mathematics at NQF level 3. Further learning assumed is the ability to use a personal computer competently, and competence in the unit standard, "Participate in formal meetings", NQF Level 2 (ID 14911).

The assumed learning can be acquired in the traditional way of formal study as well as in the workplace. Acquiring the competencies in a workplace (either via formal learnerships or normal on-the-job training) has the potential of addressing the problems of the past, where formal qualifications were only obtainable by way of formal study.

Objective:

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

The qualification can be 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 newly qualified people getting into the industry struggled 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.

A Qualifying learner at this level will be a well-rounded entry-level Systems Support professional with a good fundamental knowledge of the Information Technology field, coupled with interpersonal and business skills, allowing for specialisation in one of the following Systems Support fields:

· Hardware and Infrastructure Support for Personal Computers
· Hardware and Infrastructure Support for Office Products
· Data Communications and Networking
· (and any new field not specified yet, allowing for new specialisations in this area)

Qualification Information

Objective:

The qualification is designed to:

• Provide learners with an entry level for further study in Information Technology and related fields, as well as for initial employment in the computer industry.

• Allow many of the listed unit standards to be used in Learnership Schemes in the Information Systems and Technology sector, as well as other sectors where Information Technology is a key requirement.

• Provide a foundational qualification for people who are pursuing a career in the computer industry, or related fields. People with this qualification have an introductory level of understanding about computer industry concepts and/or are able to work in areas of Information Technology with little technical complexity. Examples of the areas covered are entry-level hardware, software, electronics and network support, on mainly (but not limited to) desktop and hand-held devices and local area networks.

• Allow the credits achieved in the National Certificates in Information Technology (Level 2 & 3) to be used as foundation (i.e. learning assumed to be in place) for the requirements of this qualification.

• Have a flexible structure to allow for changing requirements in the computer industry, and to allow providers to create learning programmes with a predominantly Information Technology Support component but tailored to meet the local, national or international needs.

Qualification Outcome

On achieving this Qualification, the learner will be able to:

· Communicate effectively with fellow IT staff & users of information systems

· Demonstrate an understanding of different types of computer systems and the use of computer technology in business

· Demonstrate an understanding of problem solving techniques, and how to apply them in a technical environment

· Demonstrate an understanding of Computer Technology Principles

· Select and use materials and equipment safely for technological purposes

· Work effectively as a team member within a support team

· Carry out, under supervision, a small size task to demonstrate knowledge of techniques & skills needed in one or more of the following areas of majoring/specialisation:

> · Hardware and Infrastructure Support for Personal Computers
>
> · Hardware and Infrastructure Support for Office Products
>
> · Data Communications and Network Support

In addition to the above, unit standards will be utilised to provide depth of specification of the outcomes ranges and the assessment criteria and processes.

Responsibilities

Edge Training will provide:

• Full project management of learnership

• Monthly progress reports, quarterly reports to the SETA and handling of SETA site visits and the external verification visit at the end of the learnership

• Course material, pens, and workbooks

• Training, using a Qualified Facilitator

• Assessments and moderation

• Uploading of learners on learner registration database and learner achievements

• Certificates of completion and competence

• SETA certificate of competence

• Venue suitable for the number of delegates and required refreshments

• Email access for learners

• Workplace provision

Combined responsibilities of Edge Training and Client:

• Ensure successful completion of the learnerships

• Quarterly project steering committee meeting

Qualfiication Structure and Outlines

Skills Programme 1:

US Type	NLRD	Unit Standard Type	Level	Credits
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	12154	Apply comprehension skills to engage oral texts in a business environment	Level 4	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/-signed texts	Level 4	5
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Core	14927	Apply problem solving strategies	Level 4	4
Core	14920	Participate in groups and/or teams to recommend solutions to problems	Level 4	3
		Total Credits		47

Skills Programme 2:

US Type	NLRD	Unit Standard Type	Level	Credits
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	Level 4	4
		Total Credits		16

Qualification Structure and Outlines

Skills Programme 3:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	Level 3	6
Core	14921	Describe the types of computer systems and associated hardware configurations	Level 4	6
Core	14917	Explain computer architecture concepts	Level 4	7
Elective	14922	Demonstrate knowledge of the principles of electronic logic for computing	Level 4	9
Core	10313	Comply with service levels as set out in a Contact Centre Operation	Level 4	10
Core	14908	Demonstrate an understanding of testing IT systems against given specifications	Level 4	6
Core	252210	Handle a range of customer complaints	Level 4	4
Core	14919	Resolve computer user`s problems	Level 4	5
			Total Credits	53

Skills Programme 4:

US Type	NLRD	Unit Standard Type	Level	Credits
Core	14913	Explain the principles of computer networks	Level 3	5
Core	14926	Describe information systems departments in business organisations	Level 4	3
Core	14944	Explain how data is stored on computers	Level 4	7
Elective	14942	Demonstrate an understanding of computer network communication	Level 4	9
Elective	14953	Install a Local Area Network	Level 4	10
			Total Credits	34

Qualification Structure and Outlines

Skills Programme 5:

US Type	NLRD	Unit Standard Type	Level	Credits
Elective	14948	Describe and install high-volume photocopier machines	Level 4	4
Elective	14946	Describe and install photocopier machines	Level 4	3
Elective	14945	Describe and install computer printers	Level 4	2
Elective	14941	Describe and install colour copiers/printers	Level 4	4
Elective	14936	Describe and install scanning systems	Level 4	3
		Total Credits		16

Notional Hours Matrix:

The roll out strategy below indicates the relationship between theory, practical, workplace and FSA component:

Skills Programmes	Credits	Notional Hours	Contact Session 30% (Hours)	Experiential Learning 70% (Hours)	TOTAL Notional Hours
1	47	470	141	329	470
2	16	160	48	112	160
3	53	530	159	371	530
4	34	340	102	238	340
5	16	160	48	112	160
TOTALS	166	1660	498	1162	1660

Get in Touch

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