

<b>QUALIFICATION TITLE:</b>	<b>3. National Certificate: Information Technology: System Support</b>
<b>NQF Level:</b>	5
<b>DURATION:</b>	1 Year
<b>PURPOSE:</b>	<p>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)</p> <p>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(s) started at NQF level 4 into the core field of networking and support, with further specialisations(s) into IT Support fields or in any other related vertical or enabled markets.</p> <p>The qualification is designed to:</p> <ul style="list-style-type: none"> <li>• Provide qualified learners with an undergraduate entry into the field of networking/systems support, earning credits towards tertiary offerings in the fields of Computer Studies or Computer Science</li> <li>• Prepare qualified learners for initial employment in the computer industry.</li> </ul>
<b>CAREER PATH:</b>	Information Technology technician, network coordinators, IT Technical specialist
<b>MODULE OUTCOME</b>	<p>A learner will be able to:</p> <ol style="list-style-type: none"> <li>1. Use a logical methodology to troubleshoot the common types of hardware and software problems typically encountered in the day-to-day operations of a department in an organisation.</li> <li>2. Understand the role of technology in the business context.</li> <li>3. Demonstrate basic application support skills</li> <li>4. Demonstrate operating system support skills</li> <li>5. Demonstrate network support skills</li> <li>6. Relate business problems and information technology solutions</li> <li>7. Demonstrate appropriate technical reporting skills</li> <li>8. Demonstrate appropriate customer care in the context of IT support Function appropriately in a change management process within a support team</li> <li>9. Demonstrate hardware support skills for server computers</li> <li>10. Demonstrate an understanding of Systems Support contextualised within a selected work area.</li> </ol>
<b>Entry Requirements for the Programmes:</b>	Equivalent NQF 5 level qualification National Senior certificate (NSC) that allows entry to higher certificate, diploma, or degree