

<b>QUALIFICATION TITLE:</b>	<b>4. National Certificate: Information Technology: Technical Support</b>
<b>NQF Level:</b>	4
<b>DURATION:</b>	1 Year
<b>PURPOSE:</b>	<p>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.</p> <p>The qualification is designed to:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<b>CAREER PATH:</b>	IT technician, IT TECH Support supervisor, IT Help desk support,
<b>MODULE OUTCOME</b>	<p>The learner will be able to:</p> <ol style="list-style-type: none"> <li>1. Communicate effectively with fellow IT staff &amp; users of information systems.</li> <li>2. Demonstrate an understanding of different types of computer systems and the use of computer technology in business.</li> <li>3. Demonstrate an understanding of problem-solving techniques, and how to apply them in a technical environment.</li> <li>4. Demonstrate an understanding of Computer Technology Principles.</li> <li>5. Select and use materials and equipment safely for technological purposes.</li> <li>6. Work effectively as a team member within a support team.</li> <li>7. Carry out, under supervision, a small size task to demonstrate knowledge of techniques &amp; skills needed in one or more of the following areas of majoring/specialisations: <ul style="list-style-type: none"> <li>• Hardware and Infrastructure Support for Personal Computers</li> <li>• Hardware and Infrastructure Support for Office Products</li> <li>• Data Communications and Network Support</li> </ul> </li> </ol>
<b>Entry Requirements for the Programmes:</b>	Any Equivalent qualification NQF level 3 with Math's or Grade 11