



INFORMATION TECHNOLOGY AND COMPUTERS NATIONAL CERTIFICATE

INFORMATION TECHNOLOGY: SYSTEMS SUPPORT

SAQA QUAL ID: 48573 NQF Level 5
Minimum Credits: 147

COURSE OBJECTIVES

A qualifying learner at this level will be a well-rounded IT professional. The qualification is designed to:

- 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;
- 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. 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.

WHO SHOULD ATTEND?

- Pre-Sales Consultant;
- Support Technician;
- Network Specialist;
- Helpdesk Support Staff;
- Junior Security Administrator;
- General Office Support;
- Managing and Maintaining Networks;
- IT Customer Care Assistants;
- Network Administrators; and
- IT Sales Staff.

CAMPUS

- ATTI Nelspruit.

MINIMUM ADMISSION REQUIREMENTS

- To enter this program you must successfully complete the Front Office Assessment;
- Recognition of Prior learning will be applicable in certain circumstances. This will be dealt with on an individual basis;
- Grade 12; or with 2 years relevant experience;
- English and Mathematics Skills at Level 4;
- Further learning assumed to be in place is the ability to use a personal computer competently; and
- All applicants are subject to selection.

DURATION

- 12 months

PRESENTATION FORMAT

- Theoretical / practical contact sessions.
- Day Classes

ASSESSMENT / EVALUATION

- Continues Integrated Formative and Summative Assessment;
- Simulations;
- Written Assessments; and
- Practical Portfolio of Evidence.

INTAKE FOR THE QUALIFICATION

- January & February

ADDITIONAL COSTS

Examination Re-writes, Late Submissions, Lost Student Cards and Penalty fees for late payments after the 7th of each month

POSSIBLE FURTHER STUDIES

- Diploma: Office Administration NQF L6 - SAQA ID 35958;
- National Diploma: Technical Financial Accounting; and
- Further Education and Training Certificate: Information Technology: Systems Development NQF Level 4 – SAQA 78965 - The candidate must comply with the minimum requirements.

POSSIBLE CAREERS

- Pre-Sales Consultant;
- Support Technician;
- Network Specialist;
- Helpdesk Support Staff;
- Junior Security Administrator;
- General Office Support;
- Managing and Maintaining Networks;
- IT Customer Care Assistant;
- Network Administrator; and
- IT Sales.

SUBJECTS / LEARNING AREAS:

- Hardware Concepts
- Personal Development
- Design a LAN for a Departmental Office
- Change Management for Computer Systems
- Managing LAN's and Understanding WAN's
- Windows Server 2008 Active Directory, Configuring
- Windows Server 2008 Applications Infrastructure, Configuring
- Enterprise Systems Management
- Network Technician
- Writing business reports

CERTIFICATION

- MICT SETA Certification Programme.