



INFORMATION TECHNOLOGY AND COMPUTERS NATIONAL CERTIFICATE

INFORMATION TECHNOLOGY: TECHNICAL SUPPORT

SAQA QUAL ID: 78964 NQF Level 4
Minimum Credits: 163

**Specialisation Field: Hardware & Infrastructure support
for Personal Computers**

NQF LEVEL & CREDITS

- NQF Level 4
- Minimum Credits: 163

COURSE OBJECTIVES

A Qualifying learner at this level will be a well-rounded entry-level Technical 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?

- Hardware and Software Sales Team Member;
- Help Desk Support;
- General Office Support Technician;
- IT Sales; and
- Staff members aspiring to PC support positions.

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;
- Communication and Numeracy Skills at Level 4; 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
- National Certificate: Information Technology: Systems Support NQF Level 5 - SAQA 48573 - The candidate must comply with the minimum requirements.

POSSIBLE CAREERS

- IT Customer Care Assistant;
- Call Centre Operator;
- Junior Network Administrator;
- Help Desk Support;
- General Office Support Technician; and
- Hardware and Software Sales Team Member.
- IT Project Team Member;
- Computer Technician;
- IT Sales.

SUBJECTS / LEARNING AREAS:

- PC Basics
- Internet Explorer
- Preventative Maintenance
- MS Word 2010 Basic
- MS Excel 2010 Basic
- MS Windows 7
- Contact Centre Operations
- Windows 7 Up and Running
- Mathematical Literacy
- PC Technician: Hardware and Software
- Basic Business Mathematics
- MS Outlook 2010 Basic
- Team Participation
- MS PowerPoint 2010
- Communication Skills
- Generic Business Management

CERTIFICATION

- MICT SETA Certification Programme.