NATIONAL CERTIFICATE:
SYSTEMS SUPPORT

NQF

5

SAQA

48573

INSTRUCTOR LED TRAINING DAYS

30

DURATION

12 months

CREDITS

147

SETA

MICTSETA

AVAILABLE DELIVERY METHODOLOGY

Online
Online interface training with occasional support

Instructor Led
100% Trainer led methodology in order for learners to achieve applied competence

Blended
Variety of learning methodologies used for learners to achieve applied competence

PURPOSE

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).

The qualification may 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.

This qualification is expanding the specialisation/s started at NQF Level 4 into core field of networking and support, with further specialisation/s into IT Support fields or in any other related vertical or ena led markets.

The qualification consists of a minimum of 147 credits and has been designed in accordance with the SAQA rules of combination.

Rules regarding Fundamental, Core and Electives,
• All fundamental outcomes are compulsory for this qualification 40 credits.
• All core outcomes are compulsory 77 credits.
• A minimum of 30 elective credits needs to be completed.

ENTRY CRITERIA

• Mathematics at NQF Level 4.
• English at NQF Level 4.
• Further learning assume is the ability to use a personal computer competently.

SKILLS OUTCOMES

• 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.
• Understand the role of technology in the business context.
• Demonstrate basic application support skills.
• Demonstrate operating system support skills.
• Demonstrate network support skills.
• Relate business problems and information technology solutions.
• Demonstrate appropriate technical reporting skills.
• Demonstrate appropriate customer care in the context of IT support.
• Function appropriately in a change management process within a support team.
• Demonstrate hardware support skills for server computers.
• Demonstrate an understanding of Systems Support contextualised within a selected work area.

MARKET INFORMATION

Target Market: Well-rounded IT professional building on foundational technical skills acquired at NQF Level 4, via the National Certificate in IT Technical Support or equivalent.
Target Industries: All industries.
Training Equipment Required: Access to a computer.

INFORMATION TECHNOLOGY

Credit Accumulation Transfer (CAT): CAT exemption is not applicable for this qualification.

Recognition of Prior Learning (RPL): RPL is available for this qualification.

Cluster 1 – Business Principles, Ethics and Business Systems

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	114076	Use computer technology to research a computer topic.	3
Fundamental	10135	Work as a project team member.	8
Fundamental	114051	Conduct a technical practitioners meeting.	4
Fundamental	114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa.	3
Fundamental	114059	Demonstrate an understanding of estimating a unit of work and the implications of late delivery.	5
Fundamental	114050	Explain the principle of business and the role of information technology.	4
Fundamental	8252	Writing business reports in retail/wholesale practices.	6
Fundamental	114183	Apply the principles of resolving problems for single –user and multi-user computer operating.	7

Recommended training days for Cluster 1 is 8 days.

Cluster 2 – Network, Concepts, Architecture and Standards

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114060	Demonstrate an understanding of local area computer networks, by installing a network workstation.	5
Core	114074	Demonstrate and understanding of different computer network architecture and standards.	5
Core	114072	Install a commission a local area computer network.	9
Core	114061	Demonstrate an understanding of Wide Area Computer Networks (WAN's) comparing them with Local Area Network (LAN's).	5

Recommended training days for Cluster 2 is 4 days.

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INFORMATION TECHNOLOGY

Cluster 3 – Client Server Networking

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114046	Demonstrating and understanding of issues affecting the management of a local area computer network (LAN).	4
Core	114058	Demonstrate and understanding of the concepts of Multiuser Computer Operating System.	7
Elective	114063	Install a server computer and peripherals.	7
Elective	114062	Assemble a server computer and peripherals from modules.	5

Recommended training days for Cluster 3 is 4 days.

Cluster 4 – Design a LAN for developmental once and Enterprise Development

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114056	Describe enterprise system management and its role in IT systems support.	3
Core	114052	Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement.	8
Core	114075	Design a Local Area Computer Network for departmental office environment.	5

Recommended training days for Cluster 4 is 3 days.

Cluster 5 – Configure, Operate and administer Server computer and Peripherals

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	114047	Install and configure a multi-user networked operating system.	9
Core	114053	Monitor and maintain a multi-user networked operating system.	6
Elective	114069	Administer security systems for a multi-user computer system.	15
Core	114054	Administer a local area computer network.	7
Core	114066	Test Network IT Systems against given specifications.	4

Recommended training days for Cluster 5 is 8 days.

Cluster 6 – Database access

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	114048	Create database access for a computer application using structured query language.	9
Elective	114049	Demonstrate an understanding of computer database management system.	7

Recommended training days for Cluster 6 is 3 days.

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