TRAINING FORCE
Linking Training to Industry

FURTHER EDUCATION & TRAINING CERTIFICATE:
TECHNICAL SUPPORT

NQF
4

SAQA
78964

INSTRUCTOR LED TRAINING DAYS
26

DURATION
12 months

CREDITS
163

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

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.

The qualification can 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.

The qualification consists of a minimum of 163 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 (56 credits).
• All core outcomes are compulsory (77 credits).
• A minimum of 30 elective credits need to be completed.

The Fundamental Component consists of Unit Standards in:
• Mathematical Literacy at Level 4 to the value of 16 credits.
• Communication at Level 4 in a First South African Language to the value of 20 credits.
• Communication in a Second South African Language at Level 3 to the value of 20 credits.
• It is compulsory therefore for learners to do Communication in two different South African languages, one at Level 4 and the other at Level 3.

ENTRY CRITERIA

• Mathematics at NQF Level 3.
• English at NQF Level 3.

Further learning assmuned is the ability to use a personal computer competently, and competence in the unit standard, "Participate in formal meetings, NQF Level 2 (ID 14911).

SKILLS OUTCOMES

• Communicate effectively with fellow IT staff and users of information systems.
• Demonstrate an understanding of different types of computer systems and the use of computer technology in business.
• Demonstrate an understanding of problem-solving techniques, and how to apply them in a technical environment.
• Demonstrate an understanding of Compute Technology Principles.
• Select and use materials and equipment safely for technological purposes.
• Work eff ectively as a team member within a support team.
• Carry out under supervision, a small size task to demonstrate knowledge of techniques and skills needed in Hardware and Infrastructure Support for Office Products.

MARKET INFORMATION

Target Market: Well rounded entry-level Systems Support professional with good fundamental knowledge of the Information Technology field, coupled with Interpersonal and business skills , allowing for specialisation in Hardware Infrastructure Support for Personal Computes and Office Products as well as Data Communciations and Networking.
Target Industries: All industries.
Training Equipment Required: Access to a computer.

For more information on how your organisation can benefit, contact Training Force:

📞 011 974 6633   ✉ info@trainingforce.co.za   🌐 www.trainingforce.co.za

INFORMATION TECHNOLOGY

GENERAL INFORMATION

Credit Accumulation Transfer (CAT): CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Part 1 and Part 2 of every Cluster.

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

Cluster 1 Part 1 – Basic Communication Skills - Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	119472	Accommodate audience and context needs in oral/signed communication.	5
Fundamental	119457	Interpret and use information from texts.	5
Fundamental	119467	Use language and communication in occupational learning programmes.	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts.	5

Recommended training days for Cluster 1 Part 1 is 3 days.

Cluster 1 Part 2 – Advanced Communication Skills - Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	12154	Apply comprehension skills to engage oral texts in a business environment.	5
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts.	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts.	5
Fundamental	119459	Write/present/sign for a wide range of contexts.	5

Recommended training days for Cluster 1 Part 2 is 3 days.

Cluster 2 – Mathematical Literacy - Credit Accumulation Transfer is applicable to the unit standards below

Outcome	SAQA ID	Name of Unit Standard	Credits
Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts.	4
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and eff ectively communicate findings on life related problems.	6
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.	6

Recommended training days for Cluster 2 is 3 days.

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Cluster 3 – Computer Systems Maintenance and Helpdesk Support

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	14926	Describe information systems departments in business organisations.	3
Core	114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment.	6
Core	10313	Comply with service levels as set out in a Contact Centre Operation.	10
Core	252210	Handle a range of customer complaints.	4

Recommended training days for Cluster 3 is 4 days.

Cluster 4 – Problem Solving Techniques in ICT

Outcome	SAQA ID	Name of Unit Standard	Credits
Core	14927	Apply problem solving strategies.	4
Core	14919	Resolve computer user`s problems.	5
Core	14938	Resolve technical computer problems.	5
Core	14963	Investigate the use of computer technology in an organisation.	6
Core	14920	Participate in groups and/or teams to recommend solutions to problems.	3

Recommended training days for Cluster 4 is 4 days.

Cluster 5 – Computer Systems Architecture and Data Communication

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	14922	Demonstrate knowledge of the principles of electronic logic for computing.	9
Core	14944	Explain how data is stored on computers.	7
Core	14921	Describe the types of computer systems and associated hardware configurations.	6
Core	14917	Explain computer architecture concepts.	7
Core	14908	Demonstrate an understanding of testing IT systems against given specifications.	6
Core	14913	Explain the principles of computer networks.	5

Recommended training days for Cluster 5 is 5 days.

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Cluster 6 – Hardware and Infrastructure Support

Outcome	SAQA ID	Name of Unit Standard	Credits
Elective	14952	Describe and install a facsimile machine.	2
Elective	14941	Describe and install colour copiers/printers.	4
Elective	14945	Describe and install computer printers.	2
Elective	14948	Describe and install high-volume photocopier machines.	4
Elective	14946	Describe and install photocopier machines.	3
Elective	14936	Describe and install scanning systems.	3
Elective	14931	Install networked computer application software.	5

Recommended training days for Cluster 6 is 4 days.

We Train with Heart. **We Train with Purpose.**