



Executive Summary

Qualification	FETC: Information Technology: Technical Support
Qualification ID	78964
NQF Level	4
Minimum Credits	163
Duration	12 months
Field	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
ETQA	MICT SETA
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.
Entry Requirements	Foundational skills in English and Mathematics at NQF Level 3. Further learning assumed is the ability to use a personal computer competently, and competence in the unit standard, "Participate in formal meetings", NQF Level 2 (ID 14911).



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Exit Level Outcomes

- Communicate effectively with fellow IT staff & 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 Computer Technology Principles.
- Select and use materials and equipment safely for technological purposes.
- Work effectively as a team member within a support team.
- Carry out, under supervision, a small size task to demonstrate knowledge of techniques & skills needed in one or more of the following areas of majoring/specialisation:
 - Hardware and Infrastructure Support for Personal Computers
 - Hardware and Infrastructure Support for Office Products
 - Data Communications and Network Support

The KLM Empowered X-Perience



X-Ploration

For each of the SIX integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.



X-Tension

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.



X-Citement

Learners receive a welcome letter and an X-Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.



X-Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.



X-Cellence

Each learner's progress is measured against learning outcomes through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

Learning Blocks

1

Different types of computer systems and the use of computer technology in business

ID	Unit Standard Title	Level	Credits
14944	Explain how data is stored on computers	4	7
14913	Explain the principles of computer networks	3	5
119457	Interpret and use information from texts	3	5
119469	Read/view, analyse and respond to a variety of texts	4	5
Total			22

2

Problem-solving techniques, and how to apply them in a technical environment

ID	Unit Standard Title	Level	Credits
114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	3	6
14927	Apply problem solving strategies	4	4
14919	Resolve computer user`s problems	4	5
14938	Resolve technical computer problems	4	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	4	6
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	4
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	4	6
Total			26

3

Computer Technology Principles

ID	Unit Standard Title	Level	Credits
14917	Explain computer architecture concepts	4	7
14963	Investigate the use of computer technology in an organisation	4	6
14926	Describe information systems departments in business organisations	4	3
119465	Write/present/sign texts for a range of communicative contexts	3	5
119459	Write/present/sign for a wide range of contexts	4	5
Total			26

4

Maintenance and Testing

ID	Unit Standard Title	Level	Credits
14908	Demonstrate an understanding of testing IT systems against given specifications	4	6
10313	Comply with service levels as set out in a Contact Centre Operation	4	10
14921	Describe the types of computer systems and associated hardware configurations	4	6
Total			22

5

Work effectively as a team member within a development project environment

ID	Unit Standard Title	Level	Credits
14920	Participate in groups and/or teams to recommend solutions to problems	4	3
252210	Handle a range of customer complaints	4	4
119472	Accommodate audience and context needs in oral/signed communication	3	5
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	4	5
12154	Apply comprehension skills to engage oral texts in a business environment	4	5
119467	Use language and communication in occupational learning programmes	3	5
Total			43

Electives: Data Communications and Networking Support

ID	Unit Standard Title	Level	Credits
14947	Describe data communications	3	4
14942	Demonstrate an understanding of computer network communication	4	9
14953	Install a Local Area Network	4	10
139437	Apply the Principles of Supporting Users of a Local Area Network	4	7
Total			30

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The Greatness Effect