Executive Summary

Qualification	National Certificate: Information Technology: Systems Support
Qualification ID	48573
NQF Level	5
Minimum Credits	147
Duration	12 months
Field	Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
ETQA	MICT SETA
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)

Entry Requirements	It is assumed that the learner must be competent in skills gained at the further education and training band. A learning assumption of this qualification is foundational skills in English and Mathematics at NQF Level 4. Further learning assumed is the ability to use a personal computer competently.

Exit Level 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.

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

Personal Development

1

ID	Unit Standard Title	Level	Credits
114076	Use computer technology to research a computer topic	4	3
10135	Work as a project team member	4	8
114051	Conduct a technical practitioners meeting	5	4
114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa	5	3
8252	Writing business reports in Retail/Wholesale practices	5	6
114050	Explain the principles of business and the role of information technology	5	4
		Total	28

Marketing Communication

2

ID	Unit Standard Title	Level	Credits
114060	Demonstrate an understanding of local area computer networks, by installing a networked workstation	5	5
114074	Demonstrate an understanding of different computer network architectures and standards	5	5
114072	Install and commission a local area computer network	5	9
114061	Demonstrate an understanding of Wide Area Computer Networks (WAN`s), comparing them with Local Area Networks (LAN`s)	5	5
		Total	

Client Server Networking

3

ID	Unit Standard Title	Level	Credits
114046	Demonstrate an understanding of issues affecting the management of a local area computer network (LAN)	5	4
114058	Demonstrate an understanding of the concepts of Multi-User computer Operating systems	5	7
114183	Apply the principles of resolving problems for single-user and multi-user computer operating systems	5	7
		Total	18

Design a LAN for Developmental office and Enterprise Development

4

ID	Unit Standard Title	Level	Credits
114056	Describe enterprise systems management and its role in IT systems support	5	3
114052	Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement	5	8
114075	Design a local area computer network for a departmental office environment	5	5
114059	Demonstrate an understanding of estimating a unit of work and the implications of late delivery	5	5
		Total	21

Configure, Operate and Administer Server Computer and Peripherals

5

ID	Unit Standard Title	Level	Credits
114047	Install and configure a multi-user networked operating system	5	9
114053	Monitor and maintain a multi-user networked operating system	5	6
114066	Test Networked IT systems against given specifications	5	4
114054	Administer a local area computer network	5	7
		Total	26

Database Access and security

6

ID	Unit Standard Title	Level	Credits
114048	Create database access for a computer application using structured query language	5	9
114049	Demonstrate an understanding of Computer Database Management Systems	5	7
114069	Administer security systems for a multi-user computer system	6	15
		Total	31

The Greatness Effect