

# Executive Summary

<b>Qualification</b>	Occupational Certificate: Computer Technician
<b>Purpose</b>	The purpose of this qualification is to prepare a learner to provide technical assistance to users, including diagnosing and resolving issues and problems with software, hardware, peripheral equipment, networks, databases, systems, and the internet.
<b>Qualification ID</b>	101408
<b>NQF Level</b>	5
<b>Minimum Credits</b>	282
<b>Duration</b>	One year
<b>Field</b>	Physical, Mathematical, Computer, and Life Sciences
<b>Subfield</b>	Information Technology and Computer Science
<b>Quality Partner</b>	MICTSETA
<b>Entry Requirements</b>	An NQF Level 4 qualification with Mathematical Literacy and Communication Skills

### Head Office

3<sup>rd</sup> Floor, South Wing  
20 Skeen Boulevard  
Bedfordview

### Centre of Leadership Excellence

3<sup>rd</sup> Floor, North Wing  
20 Skeen Boulevard  
Bedfordview

### Telephone

+27 11 856 4700

### Website

[www.klmempowered.com](http://www.klmempowered.com)

### Contacts

Lyn Mansour: +27 82 330 5160  
Portia Matuludi: +27 67 421 0051  
Clayton Lendrum: +27 66 478 2706

## Qualification Overview

Computer technicians provide assistance to computer users by answering questions, resolving technical problems, and maintaining a company's network, software, and computer equipment. They address issues with broader network systems as well as with individual personal computers. Their duties include establishing the technology infrastructure, troubleshooting faults, maintaining cybersecurity, installing software and hardware, and supporting end users. They also recommend products and equipment to be procured to improve company productivity and effectiveness.

This qualification presents an opportunity for students to join a software or hardware company, be employed in a company's IT department, or start their own businesses to repair, upgrade, install and maintain computer systems.

Qualifying learners will be able to:

- Identify the technologies, processes and procedures required to create a sustainable computer environment and reduce e-waste in an organisation
- Set up a desktop/laptop computer for a new user by installing operating systems and peripheral equipment according to given specifications
- Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards
- Analyse and resolve hardware/software problems to optimise performance of the desktop/laptop/system

## The KLM Empowered X-Perience



### X-Plore

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-Tend

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-Cite

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-Cel

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

## Qualification Outline

- The Occupational Certificate: Computer Technician is presented over SIX learning blocks, each consisting of both Knowledge Modules (KM) and Practical Modules (PM).
- Formative and summative assessments are conducted at regular intervals to prepare learners for the External Integrated Summative Assessment (EISA).
- Workplace Modules are completed and assessed in collaboration with workplace mentors throughout the learning journey.

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### IT ARCHITECTURE PART 1 (45 credits)

ID	Title	Level	Credits
KM-01	Introduction to data communication and networking	5	15
KM-02	Basics of computer architecture: hardware	5	30

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### IT ARCHITECTURE PART 2 (45 credits)

ID	Title	Level	Credits
KM-03	Basics of computer architecture: software	5	30
KM-04	Basics of sustainable computing and green technologies	4	10
KM-05	Social media and digital literacy	4	5

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### END USER COMPUTING (6 credits)

ID	Title	Level	Credits
KM-06	End user computing	3	6
	<ul style="list-style-type: none"><li>• Microsoft Word</li><li>• Microsoft PowerPoint</li><li>• Microsoft Excel</li><li>• Microsoft Outlook</li><li>• World Wide Web</li><li>• Digital Citizenship</li></ul>		

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### WORK READINESS (13 credits)

ID	Title	Level	Credits
KM-07	Business communication and customer service	5	8
KM-08	Ready for work standards	4	5

## INSTALLATION AND TROUBLESHOOTING (35 credits)

ID	Title	Level	Credits
PM-01	Install computer software and hardware	4	5
PM-02	Troubleshoot computer and network faults	5	30

## SECURITY AND SUPPORT (8 credits)

ID	Title	Level	Credits
PM-03	Maintain computer and network security	4	8
PM-04	Provide support to end users	5	30

## Work Experience Modules (100 credits)

The focus of the work experience modules is to provide the learner an opportunity to conduct technical support processes under authentic working conditions and to develop confidence by working under the supervision of a workplace mentor. This also provides for the exposure of learners to the complexities of dealing with workplace demands, the pressures of work, and the dynamics of troubleshooting and user support.

ID	Title	Level	Credits
WM-01	Respond to user enquiries	5	30
WM-02	Set up equipment for users, check operating system performance, and ensure proper installation of cables and software	5	25
WM-03	Maintain computer systems and peripherals	5	15
WM-04	Identify potential green technologies to create a sustainable IT environment and reduce e-waste	4	10
WM-05	Maintain records of daily data communication transactions, problems and remedial actions taken, as well as installation activities	4	20

## The Greatness Effect

KLM EMPOWERED, YOUR B-BBEE PROJECT MANAGEMENT, TRAINING SOLUTIONS AND ECO-SYSTEMS DESIGN PARTNERS FOR SKILLS, ENTERPRISE, AND SOCIO-ECONOMIC DEVELOPMENT

### Head Quarters Knowledge X-Change Centre of Excellence

Physical Address	Centre of Leadership Excellence
3 <sup>rd</sup> Floor, South Wing, 20 Skeen Boulevard	3 <sup>rd</sup> Floor, North Wing, 20 Skeen Boulevard
Bedfordview, GMT, 2007	Bedfordview, GMT, 2007

T: +27 11 856 4700 • F: +27 11 622 5140 • E: [life@klmempowered.com](mailto:life@klmempowered.com) • W: [www.klmempowered.com](http://www.klmempowered.com)

KLM Empowered Human Solutions Specialists (Pty) Ltd • Director: L.E. Mansour (Chief Executive Officer) • Company Reg. No. 2004/029096/07 • Vat Reg. No. 4280215775  
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