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EMPOWERED

Executive Summary

Qualification	OC Computer Technician
Curriculum Code	351201001
Qualification ID	101408
NQF Level	5
Minimum Credits	282
Duration	12 months
Field	Field 10 - Physical, Mathematical, Computer and Life Sciences
Subfield	Information Technology and Computer Sciences
ETQA	MICT SETA
Purpose	Upon completion of the qualification students will be expected to provides technical assistance to users, including diagnosing and resolving issues and problems with software, hardware, computer peripheral equipment, networks, databases, systems and the internet.

	<p>The qualification outcomes cover types of software, hardware, components, upgrading and troubleshooting a computer, formatting and partitioning hard drives, and network topologies. Green technology, maintaining records of daily problems and remedial actions, and prepare evaluations for systems performance.</p>
Entry Requirements	<p>An NQF Level 4 qualification</p>



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Exit Level Outcomes

- Identify the potential green technologies, processes and procedures to create a sustainable computer environment to reduce e-waste in an organisation.
- Set up desktop/laptop for a new user according to software compatibility 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 such as operational discrepancies to optimise performance of the desktop/laptop systems.
- Apply knowledge of principles and practices in order to identify and solve problems arising in the course of their work.

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.

1

Knowledge Modules

ID	Title	Level	Credits
351201001-KM-01	Introduction to Data Communication and Networking	5	15
351201001-KM-02	Basics of Computer Architecture: Hardware	5	30
351201001-KM-03	Basics of Computer Architecture: Software	5	30
351201001-KM-04	Basic Concepts of Sustainable Computer Environment and Green Technologies	4	10
351201001-KM-05	Social Media and Digital Literacy	4	5
351201001-KM-06	End User Computing	3	6
351201001-KM-07	Business communication and customer services	5	8
351201001-KM-08	Ready for work standards	4	5
Total			109

2

Practical Skill Modules

ID	Title	Level	Credits
351201001-PM-01	Troubleshoot computer and network faults	5	30
351201001-PM-02	Maintain computer and network security	4	8
351201001-PM-03	Provide support to end Users	5	30
351201001-PM-04	Install computer software and hardware	4	5
Total			73

3

Work Experience Modules

ID	Title	Level	Credits
351201001-WM-01	Respond to user inquiries regarding fault request	5	30
351201001-WM-02	Set up equipment for users, check operating system performance and ensure proper installation of cables and software	5	25
351201001-WM-03	Processes of maintaining computer systems and peripherals	5	15
351201001-WM-04	Identify the potential green technologies, processes and procedures for cost effective application and create a sustainable computer environment to reduce e-waste	4	10
351201001-WM-05	Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities	4	20
Total			100

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The Greatness Effect