

IT Learnerships



End User Computing
NQF 3

IT System
Support NQF 5

Business Analysis
NQF 6

National Certificate: End User Computing NQF 3

SAQA ID: 49077 | NQF LEVEL: 3 | CREDITS: 130 | Entry Level Requirement: Grade 10/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: MICT SETA

Purpose of this Qualification

The qualification aims to build the knowledge, and skills learners require in End User Computing. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently in the End User Computing environment in the South African community and to respond to the challenges of the economic climate.

Possible Careers on Completion

Qualifying learners could follow a career in:

- Reception services
- Switchboard operations
- Financial administration
- Banking administration
- Personal/executive assistant services
- Typing
- Data capturing
- Project coordination

Exit Level Outcomes

On achieving this qualification, the learner will be able to:

- Demonstrate an understanding of applying Graphical User Interface (GUI)-based
- Word Processing Application skills in the workplace
- Demonstrate an understanding of applying Graphical User Interface (GUI)-based
- Presentation Application skills in the workplace
- Demonstrate an understanding of applying GUI-based Spreadsheet Application skills in the workplace
- Demonstrate an understanding of applying GUI-based Electronic Mail
- Application skills in the workplace
- Demonstrate an understanding of applying GUI-based Web Browser Application skills in the workplace
- Improve communication by combining communication skills with End User Computing skills
- Improve the application of mathematical literacy in the workplace, by better utilising End User Computing Applications
- Demonstrate an understanding of the use of Information Communications &
- Technology (ICT) in an organisation & the impact it has on societies

Modules and Courses

Module 1: Computer Basics

- Basic Computer Skills
- MS Excel
- MS Outlook
- MS PowerPoint
- Google Sheets and Forms
- MS Word
- Use a GUI-based word processor to enhance a document through the use of tables and columns

Module 2: Business Communication

- Accommodate audience and context needs in oral communication
- Use language and communication in occupational learning programmes
- Write texts for a range of communicative contexts
- Present information in report format

Module 3: Finance for Office Administrators

- Apply basic invoicing and accounting principles
- Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues
- Interpret basic financial statements

Module 4: Maths Literacy

- Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations
- Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts

Module 5: Project Management

- Work as a project team member
- Apply a range of project management tools

Module 6: Work and Career Orientation

- Investigate life and work-related problems using data and probabilities
- Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation, and a specific workplace.



National Certificate: Information Technology: System Support NQF 5

SAQA ID: 48573 | NQF LEVEL: 5 | CREDITS: 147 | Entry Level Requirement: Grade 12/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: MICT SETA

Purpose of this Qualification

To develop learners with the requisite competencies against the skills profile for the systems support career path (The overarching aim being to establish a broader base of skilled ICT professionals to underpin economic growth).

Possible Careers on Completion

Qualifying learners could follow a career in:

- Networking Support
- Systems Support
- IT Helpdesk support
- IT Technician

Exit Level Outcomes

On achieving this qualification, the learner will be able to:

- 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 supports contextualised within a selected work area.

Modules and Courses

Module 1: Personal Development

- Use computer technology to research a computer topic
- Work as a project team member
- Apply the principles of resolving problems for single-user and multi-user computer operating systems
- Conduct a technical practitioner's meeting
- Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa
- Demonstrate an understanding of estimating a unit of work and the implications of late delivery
- Explain the principles of business and the role of information technology
- Writing business reports in retail/wholesale practices

Module 2: Client-Server Networking

- Demonstrate an understanding of issues affecting the management of a local area computer network (LAN)
- Demonstrate an understanding of the concepts of multi-user computer operating systems

Module 3: Configure, Operate and Administer Server Computer and Peripherals

- Administer a local area computer network
- Install and configure a multi-user networked operating system
- Monitor and maintain a multi-user networked operating system
- Test networked IT systems against given specifications, write/present/sign texts for a range of communicative contexts

Module 4: Database Access

- Create database access for a computer application using structured query language
- Demonstrate an understanding of Computer Database Management Systems
- Administer security systems for a multi-user computer

Module 5: Design a LAN for Developmental Office and Enterprise Development

- Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement
- Describe enterprise systems management and its role in IT systems support
- Design a local area computer network for a departmental office environment

Module 6: Network, Concepts, Architecture and Standards

- Demonstrate an understanding of different computer network architectures and standards
- Demonstrate an understanding of local area computer networks by installing a networked workstation
- Demonstrate an understanding of Wide Area Computer Networks (WANs), comparing them with Local Area Networks (LANs)
- Install and commission a local area computer network

National Certificate: Business Analysis NQF 6

SAQA ID: 63909 | NQF LEVEL: 6 | CREDITS: 149 | Entry Level Requirement: Grade 12/Computer Literacy | Delivery: Classroom/Blended/Online | Accreditation: MICT SETA

Purpose of this Qualification

Business analysis is a vital instrument within the business environment to ensure that information technology can provide effective solutions for business enterprises. The development of Business Analysts through a suite of qualifications will have a positive impact on the broader economy of South Africa. It will also assist with bringing South Africa in line with international trends and satisfy industry requirements.

Possible Careers on Completion

Qualifying learners could follow a career in:

- Business Analyst
- System tester
- System implementation

Exit Level Outcomes

On achieving this qualification, the learner will be able to:

- Analyse a business scenario
- Develop a business case
- Compile user requirement specifications
- Develop functional specifications
- Monitor quality assurance activities throughout the life cycle of the project

Modules and Courses

Module 1: Essential Skills

- Demonstrate logical problem-solving and error-detection techniques
- Apply concepts and principles of business ethics in the professional environment
- Plan and monitor the business analysis process

Module 2: Solution Requirements

- Analyse and participate in the design of information systems

Module 3: Business Process Analysis

- Perform Enterprise Analysis
- Perform requirements elicitation
- Conduct an organisational needs analysis
- Develop understanding within an organisation about the risks associated with its functioning and contexts

Module 4: Data Requirements

- Conduct solution assessment and validation
- Manage and communicate requirements
- Investigate implementation options for Information Technology (IT) solutions

Module 5: Quality Assurance

- Conduct communication within a business environment
- Perform requirements analysis
- Contribute to the implementation, post-implementation review and maintenance of information systems



Registered Skills Provider for:

MICT SETA

SERVICES SETA

MERSETA

W&RSETA

TETA SETA

EDTP SETA

AGRI SETA

QCTO



Contact details



(012) 667 4962



info@speccon.co.za



www.speccon.co.za



Cambridge Office Park
Building C
5 Bauhinia Street
Highveld Technopark
Centurion 0157