



NQF Level 5 | FASSET

Computer Technician

Comprehensive computer hardware and software support, networking, troubleshooting, and customer service skills for IT professionals in the modern workplace. Master technical expertise with practical hands-on experience.

282
Credits

24-30
Months

NQF 5
Level



Qualification Overview

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The Computer Technician qualification provides comprehensive training in computer hardware and software support, networking, troubleshooting, and customer service. This program combines theoretical knowledge with hands-on practical experience, preparing graduates for diverse technical support roles in the IT industry.

Learning Outcomes

Upon completion of this qualification, learners will be able to:

-  Install, configure, and maintain computer hardware and software systems
-  Troubleshoot and resolve computer and network technical issues
-  Provide technical support and customer service to end users
-  Maintain computer security and implement green IT practices
-  Set up and manage data communication and networking systems
-  Document technical procedures and maintain service records
-  Apply sustainable computing practices and environmental awareness
-  Deliver effective business communication and customer support

Programme Modules

Module 1: Foundational Digital Literacy and End-User Computing

- End User Computing
- Business Communication and Customer Services
- Social Media and Digital Literacy

Module 2: Sustainability and Green IT Awareness

- Basic Concepts of Sustainable Computer Environment and Green Technologies
- Identify the Potential Green Technologies Process and Procedures

Module 3: Computer Architecture: Hardware and Software

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- Basics of Computer Architecture: Hardware
- Basics of Computer Architecture: Software
- Install Computer Software and Hardware

Module 4: Data Communication and Networking

- Introduction to Data Communication and Networking

Module 5: Troubleshooting and Support

- Set up Equipment, Check OS Performance, Ensure Proper Installation
- Troubleshoot Computer and Network Faults
- Maintain Computer and Network Security
- Respond to User Enquiries Regarding Fault Requests

Module 6: Customer and Technical Support Services

- Provide Support to End Users

Module 7: Work Standards, Maintenance, and Record Keeping

- Ready for Work Standards
- Process of Maintaining Computer Systems and Peripherals
- Maintain Records of Communication Transactions, Problems, and Remedial Actions

Qualification Details

SETA

FASSET

NQF Level

Level 5

Credits

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282 Credits

Duration

24-30 Months

SAQA ID

101408

Career Opportunities

-  Computer Hardware Technician
-  Network Support Technician
-  Help Desk Technician
-  Technical Support Engineer

Need Help?

Contact our qualification specialists for guidance.

help@speccon.co.za

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