



Further Education and Training Certificate: Information Technology: System Support NQF 5

PURPOSE

The Further Education and Training Certificate: Information Technology: System Support qualification provides essential IT skills to install, maintain, and troubleshoot hardware, software, and networks for efficient, secure operations.

COURSE CONTENT

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 practitioners 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 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

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

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COURSE CONTENT

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

DELIVERY

- Duration: 12 Months
- Delivery: Classroom/Online/Blended

ENTRY LEVEL REQUIREMENTS

- English at NQF Level 4
- Mathematics at NQF Level 4

CAREER POSSIBILITIES

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

ACCREDITATION

- National Certificate: Information Technology: System Support
- Accreditation: MICT SETA
- SAQA ID: 48573
- NQF Level: 5
- Credits: 147

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