

NATIONAL CERTIFICATE: INFORMATION TECHNOLOGY: END USER COMPUTING NQF LEVEL 3 SAQA ID 61591 (130 CREDITS)



The purpose of the qualification is to build the knowledge and skills required by learners 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 environment.

The qualification provides a framework for learners to develop skills that will enable them to become competent in End User Computing. It introduces theoretical concepts of End User Computing and requires the application thereof, to develop a range of skills that will enable learners to be better-informed workers in their chosen industry. It provides a balanced learning experience that lays the foundation for access to further education, lifelong learning and to productive employment.

NB: All examinations are written at the HC Varsity Blouberg Campus in Cape Town.

CAREER OPPORTUNITIES

The qualification is ideal for individuals in the following fields:

- Personal Assistants / Receptionists
- Office Administrators
- Project Administrators

INTERNATIONAL COMPARABILITY

This qualification and unit standards have been evaluated against, and are comparable to core knowledge and specialized knowledge elements found in the following International Qualifications Frameworks:

- New Zealand NQF
- Australian NQF
- British NVQs

Furthermore input to the development of the qualification has been benchmarked against International sources, where the outcomes and assessment criteria, degree of difficulty and national learning time has been compared, as described below.

For the core skills required, the following sources were referenced:

- International certifications like Microsoft MOUS, IC3 and ECDL/ICDL
- We also confirmed that the above certifications are used in many African and SADC countries as benchmark for End User Computing Skills in a business environment. Countries referred to include, but are not limited to: Mauritius, Tanzania, Kenya, Botswana, Zimbabwe and Zambia

ENTRANCE REQUIREMENTS

- Grade 10 or equivalent
- A laptop or computer is required

RECOGNITION OF PRIOR LEARNING

This qualification may be achieved through the Recognition of Prior Learning (RPL), which includes formal, informal and non-formal learning and work experience. Any learner wishing to be assessed to achieve credits in respect to any or all of the unit standards specified in this qualification may arrange to do so without having to attend further education and training. To achieve the qualification through Recognition of Prior Learning (RPL), the learner must submit him/herself to be assessed against the integrated assessment criteria of this qualification.

COURSE DURATION

Based on contact hours as determined by the accreditation body and based on HC Varsity course progression structure and schedule.

- Course duration is 12 months

COURSE CONTENT

BASIC PC & IT CONCEPTS	
Personal Computer Basics	Software
Windows Networking	Printing
Display Devices	Connectors & Adaptors
Multimedia Devices	Processors & Memory
Data Storage Devices	Network Basics
Networking Protocols & Connections	Computer Hardware & Care Maintenance
MICROSOFT WORD 2010 – LEVEL 1	
Getting Started with Word 2010	Editing text in a Word document
Modifying the Appearance of Text in a Word Document	Inserting Special Characters and Graphical Objects
Proofing a Word Document	Controlling the Appearance of Pages in a Word Document
Printing Word Documents	Managing Lists
Creating Customized Formats with Styles and Themes	Creating Customized Graphic Elements

Using Templates to Automate Document Creation	Adding Reference Marks and Notes
MICROSOFT WORD 2010 – LEVEL 2	
Organising Data in Tables	Customising Tables and Charts
Modifying Pictures	Creating Customised Graphic Elements
Controlling Text Flow	Automating the Mail Merge
MICROSOFT EXCEL 2010 – LEVEL 1	
Getting Started with Excel	Performing Calculations in an Excel Worksheet
Modifying a Worksheet	Modifying the Appearance of a Worksheet
Managing an Excel Workbook	Printing Excel Workbooks
Customising and Enhancing the Excel Environment	Streamlining Workflow
Auditing Worksheets	Analysing Data
MICROSOFT EXCEL 2010 – LEVEL 2	
Presenting Data using Charts	Inserting Graphic Objects
Importing and Exporting Data	Integrating Excel Data with the Web
MICROSOFT POWERPOINT 2010	
Getting Started with PowerPoint	Creating a Basic Presentation
Formatting Text on Slides	Adding Graphical Objects to a Presentation
Modifying Graphical Objects in a Presentation	Working with Charts
Preparing to Deliver a Presentation	Customising a Design Template
Adding SmartArt Graphics to a Presentation	Adding Special Effects to a Presentation
Customising a Slide Show	
MICROSOFT OUTLOOK 2010	
Getting Started with Outlook	Composing Messages
Customising Message Options	Organising Messages
Managing Contacts	
MICROSOFT ACCESS 2010	
Getting Started with Access Databases	Building the Structure of a Database
Managing Data in a Table	Querying a Database
Designing Forms	Generating Reports
Customizing Reports	
USING A WEB BROWSER	
The Web	Using a Web Browser
Customising a Web Browser	Plan the Research of a Computer Topic
Action the Planned Research	Present the Research Results
Internet Security	
COMMUNICATIONS	
What is Communication?	Communication in Group Work or Team Work
Body Language	Listening Skills
Formal Communication	Presentation Skills
Written Language	Creative Writing
Mass Media	Editing
Research Skills and Report Writing	Learning Resources
Learning Styles and Group Learning	Organizing Specific Requirements for Research and Report Writing
MATHEMATICAL LITERACY	
Use Mathematics to investigate and monitor the financial aspects of personal business and	Demonstrate an understanding of the use of different number bases and measurement units

national issues	and an awareness of error in the context of relevant calculations
Investigate life and work related problems using data and probabilities	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
Apply basic invoicing and accounting principles	

ASSESSMENTS

Learners are required to submit Formative and Summative Assessments by the deadlines provided in the HC Varsity course progression and structure schedule.

NB: All examinations for Full Time, Part Time and Distance Learning Students are written at the HC Varsity Blouberg Campus in Cape Town.

CERTIFICATION

Upon successful completion of all Formative and Summative Assessments and the Verification process of MICT SETA, you will be awarded the National Certificate: Information Technology: End User Computing NQF Level 3 (SAQA ID 61591) Qualification issued by the MICT SETA.

FURTHER STUDIES

After successful completion of the course, there are several career paths that the learner may specialize in or continue studying towards International Certification. Please contact HC Varsity for further Information.