

NATIONAL CERTIFICATE: INFORMATION TECHNOLOGY SYSTEMS SUPPORT NQF LEVEL 5 SAQA ID 48573 (147 CREDITS)



The purpose of this qualification is to develop learners with the requisite competencies against the skills profile for the systems support career path. The qualification is designed to:

- Provide qualified learners with an undergraduate entry into the field of networking/systems support, earning credits towards tertiary offerings in the field of Computer Studies or Computer Science
- Prepare qualified learners for initial employment in the computer industry.
- Allow the credits achieved in the National Certificates relating to Information Technology at NQF level 4 to be used as prior learning for this qualification
- Allow many of the unit standards listed in this qualification, to be used in Learnership schemes in the Information Systems and Technology sector, as well as other sectors where Information Technology is a key requirement
- Prepare qualified learners for international certification examinations

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

CAREER OPPORTUNITIES

- Server Administrator
- Network Administrator
- Enterprise Infrastructure Administrator

INTERNATIONAL COMPARABILITY

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

- New Zealand NQF
- Australian NQF
- British NVQs

Furthermore, input to the development of this qualification has been compared against international standards and qualifications, specifically those of New Zealand, Australia and Scotland. International and South African support for the proposed conceptual framework and content is evidenced in the following:

- CompTIA's A+ and N+ certification
- Microsoft MCSE certification
- Existing tertiary programmes at Certified level
- City and Guilds Certificate and Diploma for IT Technicians
- NCC Education's International Certificate and Diploma in Computer Studies for IT Professionals

- The wide and narrow consultative process, and formal research, reflected in the supporting design report that accompanies this qualification submission

ENTRANCE REQUIREMENTS

- English and Mathematics at NQF level 4
- A learner would need to have basic computer skills
- Grade 12 pass with the minimum requirements to be accepted for a Higher Certificate programme
- It is recommended that individuals have successfully completed the Further Education and Training Certificate: Information Technology: Technical Support (NQF 4) qualification
- 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 of 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:

- Full Time - approximately 12 months
- Part Time - approximately 18 months
- Distance Learning - approximately 18 months

COURSE CONTENT

PERSONAL DEVELOPMENT	
The principles and role of information systems in business	Ethics and professionalism in the ICT sector in South Africa
Use computer technology to research a computer topic	Technical report writing
Writing business reports	Presenting research results
Building presentations Presentation process	Presentation mechanics Present information in a public setting
Handling questions	Project management essentials
Communicating in project teams	Projects and project teams
Fundamentals of conducting meetings	Conducting team meetings
Making the correct decision	Feedback techniques

NETWORKING CONCEPTS, ARCHITECTURE AND STANDARDS	
Networking	Fundamentals of the OSI model
internetworking components	LAN technology
WAN technology	TCP/IP fundamentals
TCP/IP addressing and sub-netting	Plan network data flow
Network cabling and devices	Network adapters
Network clients	Remote access
ASSEMBLING, INSTALLING & MAINTAINING A SERVER & PERIPHERALS	
Identifying network operating system features	Configuring a network operating system
Windows Server 2003 network planning	Managing backups and disaster recovery
Configuring network protocols	TCP/IP Architecture
CLIENT SERVER NETWORKING	
Access to local area computer network	Local area Computer network performance issues
Typical viruses on local area computer networks	Multi-user computer operating systems
ENTERPRISE DEVELOPMENT	
Enterprise systems management components	
DESIGN A LAN FOR DEPARTMENTAL OFFICE	
Customer care in the context of IT Support	Design a local computer network
Implement the test network	
CONFIGURATION & ADMINISTRATION OF A SERVER & PERIPHERALS	
Install and configure a multi-user networked operating system and application software	Test and Document the multi-user networked operating system and application software
Directory service infrastructure, resolving performance.	

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

CERTIFICATION

Upon successful completion and verification of the MICT SETA, you will awarded the National Certificate: Information Technology: Systems Support NQF Level 5 (SAQA ID 48573) Qualification issued by the MICT SETA.

This course has also been aligned to International Certification Examinations of which students have the option of writing the following international exams:

- MCSA – Windows Server 2012 which includes:
 1. 70-410 Installing and configuring Windows server 2012
 2. 70-411 Administrating Windows Server 2012
 3. 70-412 Configuring Advanced Windows Server 2012 Services

FURTHER STUDIES

After successful completion of the course, there are several career paths that you may specialize in or continue studying towards international certification. Please contact HC Varsity for further information.