

FURTHER EDUCATION AND TRAINING CERTIFICATE: INFORMATION TECHNOLOGY: TECHNICAL SUPPORT NQF LEVEL 4 SAQA ID 78964 (163 CREDITS)



As an IT Support Technician, you will assist users with setup, troubleshooting and problems they may have with their computers. You may provide two types of services, i.e. in person or remotely via a website, live support software or email. Specialization of support might have you helping customers with a specific brand to type of product or you may help users with any computer related problem. Problems may include hardware setup, loss of data, and non-working software among others.

The purpose of this qualification is to build a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Technical Support, covering basic knowledge needed for further study in the field of Systems Support at Higher Education Levels. This course maps to the internationally recognized CompTIA A+/N+ qualifications, and will prepare you for your international CompTIA exams as well.

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

CAREER OPORTUNITIES

- Hardware and Infrastructure Support for Personal Computers
- Hardware and Infrastructure Support for Office Products
- Data Communications and Network Support

INTERNATIONAL COMPARABILITY

The concept of qualifications based on the unit standards is not unique to South Africa. This qualification and unit standards have evaluated against, and comparable to core knowledge and specialised knowledge elements found in the following International Qualifications Framework:

- New Zealand NQF
- Australian NQF
- British NVQs

Furthermore input to the development of the qualification has been benchmarked against the following International sources, where the outcomes and assessment criteria, degree of difficulty and notional learning time has been compared:

- City and Guilds Certificate and Diploma for IT Technicians
- NCC Education's International Certificate and Diploma in Computer Studies for IT Professionals
- CompTIA's A+ and N+ certification
- Microsoft MCSE certification
- E-Skills

The qualification combines the NQF principles and requirements, with internationally accepted Knowledge Areas required in a System Support Qualification.

ENTRANCE REQUIREMENTS

- National Certificate: Information Technology: End User NQF 3 SAQA ID (61591)
- Grade 11 NQF Level 3 equivalent with Mathematics, English and a Second Language
- 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 1 year
- Part Time - approximately 1 and a half years
- Distance Learning - approximately 1 and a half years

COURSE CONTENT

COMPUTER TECHNOLOGY PRINCIPLES AND SUPPORT COMPTIA A+ CERTIFICATION: EXAM 220-901	
Hardware Fundamentals	Operational Procedures
Peripheral Components	Managing systems components
Customized client environments	Networking technologies
Supporting laptops	Supporting printers
COMPTIA NETWORK+ CERTIFICATION: EXAM 220-902	
Operating system fundamentals	Installing and configuring operating systems
Set up and configure networks	Mobile computing
Security	Troubleshooting hardware components
Troubleshooting system-wide issues	
DATA COMMUNICATIONS & NETWORKING SUPPORT COMPTIA NETWORK+ CERTIFICATION: EXAM 10-005	
Network theory	Network communications methods
Network media and hardware	Network implementations
Networking models	TCP/IP addressing and data delivery
TCP/IP services	LAN infrastructure
WAN infrastructure	Remote networking
System security	Network security
Network security threats and attacks	Network management
Network troubleshooting	
COMMUNICATE EFFECTIVELY IN A TECHNICAL SUPPORT ENVIRONMENT	
What is communication?	Groups, teams and conflict
Body language	Listening skills
Formal communication	Presentation skills
Written language, writing skills and structure	Creative writing
Written texts	Editing
Research skills and report writing	Comprehension skills
Visuals in texts	Mass media
Learning, learning styles, strategies and techniques	Learning resources
Communicating with customers and managing customer complaints	Problem solving
Setting objectives and decision making	
MATHEMATICAL LITERACY	
Apply knowledge of statics and probability to critically interrogate and effectively communicate findings on life related problems	Represent, analyse and calculate shape and motion in 2-and 3-dimensional in different contexts
Use mathematics to investigate and monitor the financial aspects or personal business and national and international issues	

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

Certification is dependent on:

- The successful completion of all Formative and Summative Assessments.
- The verification process of MICTSETA

On successful completion and verification, the student will receive an FET Certificate: Information Technology – Technical Support NQF Level 4 (SAQA ID 78964) issued by the MICTSETA.

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

- CompTIA A+ 220-901 Hardware
- CompTIA A+ 220-902 Software
- CompTIA N+

FURTHER STUDIES

After successful completion of the course, there are several career paths that you may specialise in. Please contact HC Varsity for further information.