FURTHER EDUCATION & TRAINING CERTIFICATE:

IT- TECHNICAL SUPPORT NQF LEVEL 4

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IT - TECHNICAL SUPPORT NQF LEVEL 4 – SAQA ID: 78964

TARGET AUDIENCE:
MIDDLE MANAGEMENT/ PROJECT LEADERS / RETAIL MANAGERS

PROGRAMME OUTLINE:

- Operations
- Communicate effectively with fellow IT staff & users of information systems.
- Demonstrate an understanding of different types of computer systems and the use of computer technology in business.
- Demonstrate an understanding of problem-solving techniques, and how to apply them in a technical environment.
- Demonstrate an understanding of Computer Technology Principles.
- Select and use materials and equipment safely for technological purposes.
- Work effectively as a team member within a support team.
- Carry out, under supervision, a small size task to demonstrate knowledge of techniques & skills needed in one or more of the following areas of majoring/specialisation:
  - ➢ Hardware and Infrastructure Support for Personal Computers
  - ➢ Hardware and Infrastructure Support for Office Products
  - ➢ Data Communications and Network Support

MODULES:

- Communicate effectively with IT staff and users [Total of 40 Credits]
- Mathematical literacy [Total of 16 Credits]
- Computer maintenance, hardware configurations and architecture [Total of 34 Credits]
- Customers, Computer technology and Contact Centers [Total of 26 Credits]
- Teamwork and problem solving [Total of 17 Credits]
- Concept of communication [Total of 30 Credits]

Credits	SAQA ID	MINIMUM ENTRY LEVEL
163	78964	NQF Level 3