



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This qualification is aimed at build a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Systems Support, covering basic knowledge needed for further study in the field of System Support at Higher Education Levels.

The qualification allows the credits achieved in the National Certificate in Information Technology (Level 2 & 3) to be used as foundation (i.e. learning assumed to be in place) for the requirements of this qualification.

Target Audience

Technical Support is intended for delegates already employed wishing to formalise their skills or anyone wishing to qualify as an entry-level Technical Support professional with required fundamental knowledge of the Information Technology field.

Learning Outcomes

On completion of this qualification, the delegate should be able to:

- Communicate effectively with fellow IT Staff and users of information systems.
- 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, small sized tasks to demonstrate knowledge of techniques and skills needed in one or more of the following areas of majoring/specialisation:
- Hardware Infrastructure Support for Personal Computers & Office Products
- Data Communication and Network Support
- Specialise in either PC Support (Learning Pathway 1) or Network Support (Learning Pathway 2)

Information Technology

FETC: IT Technical Support

MICTSETA Certification

SAQA ID: 78964

NQF Level: 4

Credits: 194

Course Delivery & Assessment

We use a blend of classroom-based interactive learning, workplace learning, On-the-job coaching & mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend lectures and complete practical workplace experiential learning for the remaining months.
- Demonstrate theoretical and practical understanding of programme content through assignment submissions and practical observations while at work.
- Participate in and contribute to group discussions, practical work and activities.
- Do individual self-study activities, including reading, quizzes, practise tests and test preparation for class
- Complete all exercises, assignments and assessments as required.
- Be declared competent by allocated Assessors, Moderators and SETA Verifiers to obtain a SETA certificate.

Entry Requirements

- You will require:
- Competent in Communication (English & 1 Other South African Language) at NQF Level 4
- Mathematical Literacy at NQF Level 4

Workplace Requirements

You will need:

- Access to IT Technical Environment (Repairs, Installation of Software and Upgrading of Equipment)
- Access to a computer in an office environment
- Access to the Internet
- Access to End-Users in a Business Environment
- An allocated Workplace Mentor / Supervisor



Course Content

FETC: Information Technology – Technical Support
Accreditation Body: MICTSETA

SAQA ID: 78964 | **Learning Programme ID: NA**
NQF Level: 4 | **Credits : 194**

Module 1: Information Technology & Associated Hardware Configurations

- Describe the types of computer systems and associated hardware configurations
- Explain computer architecture concepts
- Explain how data is stored on computers
- Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment
- Explain the principles of computer networks

Module 2: Apply Problem Solving Strategies & Demonstrate Knowledge Of Computer Principles

- Apply problem solving strategies
- Participate in groups and/or teams to recommend solutions to problems
- Resolve technical computer problems
- Resolve computer user's problems
- Demonstrate an understanding of testing IT Systems against given specifications

Module 3: Handle And Comply With Customer Queries

- Investigate the use of computer technology in an organisation
- Handle a range of customer complaints
- Describe information systems departments in business organisations
- Comply with service levels as set out in a contact centre operation

Module 4 A: Specialization: Pc Support – Learning Pathway 1

- Demonstrate knowledge of principles of electronic logic for computing
- Describe Computer Cabling
- Demonstrate an Understanding of Hardware Components for Personal Computers or Hand-held Computers
- Assemble a Personal Computer or Hand-held Computer and peripherals from modules
- Repair Peripherals for a Personal Computer or Hand-held Computer to Module
- Repair a Personal Computer or Hand-held Computer to module
- Install a Personal Computer or Hand-held Computer and Peripherals
- Install system software and applications software for a Personal Computer or Hand-held Computer

Module 4 B: Specialization: Network Support – Learning Pathway 2

- Demonstrate knowledge of principles of electronic logic for computing
- Demonstrate knowledge of basic concepts of telecommunications
- Describe Synchronous and Asynchronous Communication with Computers
- Describe data communications
- Demonstrate an understanding of computer network communication
- Install networked computer application software
- Install a Local Area Network
- Apply the Principles of Supporting Users of a Local Area Network

Module 5 & 6: Communication and Numeracy Skills

- Fundamental Communication and Mathematics to be acquired by using Credit Allocation Transfer based on Entry Level Criteria - 56 Credits



info@ldgroup.co.za



+27 086 022 7337



www.ldgroup.co.za

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Siyangqoba

