



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The National Certificate: Information Technology: End User Computing, NQF level 3, is a foundational entry level qualification into the field of Computer Science and Information Technology.

It is a generic programme that develops skills and knowledge for individuals working in End User Computing. It can be used as a stepping stone to further studies in End User Computing and other areas of IT such as Systems Development and Systems Support.

The Fundamental and Core Unit Standards can be added to other industry qualifications to provide the basis of End User Computing knowledge and application. Within the structure of the programme there are two specialisation paths to select from: Pathway 1: ICT in a Business Environment or Pathway 2: ICT in a Project Management Environment.

Target Audience

This qualification is ideal for those entering the workplace needing End User Computing Skills. It is also suitable for those seeking an accredited qualification for entry into other areas of Computer Science and Information Technology.

Personal Assistants, Receptionists, Office Administrators and Project Administrators will all benefit from this qualification.

Entry Requirements

- Competent in Communication (English) at NQF L4
- Competent in Mathematical Literacy at NQF L4

Workplace Requirements

- Access to a PC, software and the internet for course work.
- Internet and bandwidth to accommodate virtual facilitator-led sessions.
- Access to Customers.
- An allocated Workplace Mentor / Supervisor

Information Technology

NC: IT End User Computing

MICT SETA Certification

SAQA ID: 61591

NQF Level: 3

Credits: 137 / 134

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments, case studies and self study to embed skills.

You will need to:

- Attend all lectures and sessions.
- Demonstrate theoretical and practical understanding of programme content.
- Complete and present practical workplace assignments.
- Be declared competent by allocated Assessors, Moderators and SETA Verifiers to obtain a SETA certificate.

To receive your NC: IT: End User Computing NQF L3, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Apply the knowledge, techniques and skills of End User Computing applications in the workplace.
- Understand the impact and use of Information Communication and Technology (ICT) in an organisation and in society.
- Communicate more effectively by combining communication skills with End User Computing Skills.
- Apply mathematical literacy and use applicable End User Computing Applications more effectively in the workplace.



Course Content

NC: IT End User Computing

Accreditation Body: MICT SETA

SAQA ID: 61591 | Learning Programme ID: 49077

NQF Level: 3 | Credits : PW 1: 137 | PW 2: 134

Module 1: Graphical User Interface (GUI) Word Processing Applications (MS Word & PowerPoint)

- Use a GUI - based word processor to format documents
- Use a GUI - based word processor to create merged documents
- Use a GUI - based word processor to enhance a document through the use of tables and columns
- Use a GUI - based presentation application to prepare and produce a presentation according to a given brief & enhance presentation appearance

Module 2: Graphical User Interface (GUI) Spreadsheet Applications (MS Excel)

- Use a GUI-based spreadsheet application to create and edit spreadsheets
- Use a GUI-based spreadsheet application to enhance the functionality and apply graph/charts to a spreadsheet
- Use a GUI-based spreadsheet application to solve a given problem

Module 3: Graphical User Interface (GUI) Electronic Mail Applications (MS Office)

- Use electronic mails to send and receive message
- Enhance, edit and organise electronic messages using a GUI-based messaging application
- Use a GUI-based web browser to search the Internet
- Understand the principles of the internet and the World Wide Web
- Use computer technology to research a computer topic

Module 4: The Use Of ICT In Organisations & its Impact On Society

- Use a GUI-based database application to work with simple databases
- Describe the concepts of information and communication Technology (ICT) and using the components in a healthy and safe manner
- Understand preventative maintenance, environmental and safety issues in a computer environment
- Describe data communications
- Investigate the use of computer technology in an organisation
- Describe the application and effect of ICT on society

Module 5A: Learning Pathway 1 – ICT in a Business Environment

- Describe data communications
- Function in a business environment
- Investigate the use of computer technology in an organisation
- Monitor and control the maintenance of office equipment
- Review and create documents using a GUI-based word processor
- Demonstrate knowledge of and manipulate master and subdocuments in a Graphical User Interface
- Describe the application and effect of Information and Communication Technologies (ICT) on society

Module 5B: Learning Pathway 2 – ICT in a Project Management Environment

- Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment
- Apply a range of project management tools
- Implement project administration processes according to requirements
- Interpret basic financial statements
- Work as a project team member

Module 6 & 7: Fundamentals of Numeracy & English Literacy

- 56 Credits acquired through Credit Allocation Transfer. See Entry Level Criteria



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