

**FURTHER EDUCATION AND TRAINING CERTIFICATE COURSE**  
**INFORMATION TECHNOLOGY: TECHNICAL SUPPORT**  
**SAQA ID: 78964 - NQF.L4- 163 CREDITS**

**Rationale of the qualification**

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 Systems Support, covering basic knowledge needed for further study in the field of Systems Support at Higher Education Levels. Subjects / unit standard integration. A Qualifying learner at this level will be a well-rounded entry-level Systems Support professional with a good fundamental knowledge of the Information Technology field, coupled with interpersonal and business skills, allowing for specialisation in one of the following Systems Support fields:

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

Provide a foundational qualification for people who are pursuing a career in the computer industry, or related fields. People with this qualification have an introductory level of understanding about computer industry concepts and/or are able to work in areas of Information Technology with little technical complexity. Examples of the areas covered are entry-level hardware, software, electronics and network support, on mainly (but not limited to) desktop and hand-held devices and local area networks

**COURSE CONTENT**

- Information Technology concept
- A+ technical support
- N+ Network administrator
- Printers
- Internet Technology
- Database design
- System analysis and design
- Object oriented analysis
- Business communication
- Numeracy and Literacy skills

**CAREER OPPORTUNITIES**

PC TECHNICIAN  
NETWORK TECHNICIAN {Administrator}  
HELP DESK AGENT

## DURATION

Full qualification- 12 months

Module / unit standard – 10 notional hours per credit

Tailor made for individual / Company's requirement { skills programme }

**Cost per delegate:** *Refer to price list / courses are on part time or fulltime*

