

# SAQA 101408

## Occupational Certificate: Computer Technician

NQF Level 05  
282 Credits

Duration  
18 - 24 Months Part-time

### Accreditation

Quality Council for Trades and Occupations (QCTO):  
Pending

### Who is this training for?

#### Companies

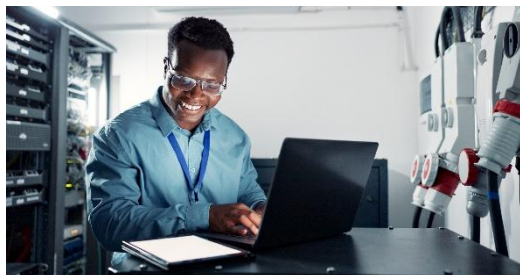
- Companies wishing to upskill staff.
- Companies wishing to optimise their SDL refunds.
- Companies wishing to maximise their BEE points through learnerships.
- Learnership Registration No: 32 Q 320320 17 282 5

#### And

- Those seeking a formal, accredited qualification as a Computer Technician to enable them to follow a career as:
  - 🔗 Application Support Specialist
  - 🔗 Computer Technician
  - 🔗 Customer Support Engineer
  - 🔗 Desktop Support Engineer
  - 🔗 Desktop Support Technician
  - 🔗 Helpdesk Technician
  - 🔗 Information Technology (IT) Support Specialist
  - 🔗 Support Engineer, Information Technology
- Individuals who wish to improve their skills set and employability.

### Entry Requirements

NQF Level 4



### Purpose

Upon completion of the qualification students will be expected to provide technical assistance to users, including diagnosing and resolving issues and problems with software, hardware, computer peripheral equipment, networks, databases, systems and the internet.

The qualification outcomes cover types of software, hardware, components, upgrading and troubleshooting a computer, formatting and partitioning hard drives, and network topologies. Green technology, maintaining records of daily problems and remedial actions, and prepare evaluations for systems performance.

### Rationale

The qualification prepares students to become competent computer technicians with an understanding of computer hardware and software troubleshooting computer repairs. Computer technicians provide assistance to computer users by answering questions, resolving technical problems and maintaining a company's network, software and computer equipment.

Computer technicians can work for computer software or hardware companies, assisting customers with products. More generally, computer technicians can work in a company's IT department, providing computer support to employees. These technicians are responsible for maintaining the company's network and equipment. Duties can include troubleshooting to detect and solve technical problems, installing or updating required hardware and software. They can also recommend computer products or equipment to improve productivity.

The qualification presents an opportunity for students, upon completion, to start their own business to repair, upgrade, install, and maintain computer systems.

The qualification does not cover vendor specific programmes, but students will have basic knowledge and skills to work on different kinds of operations and application software. Students would have to keep abreast with current technological developments through affiliation with professional bodies or associations.

### ENJO Consultants (Pty) Ltd

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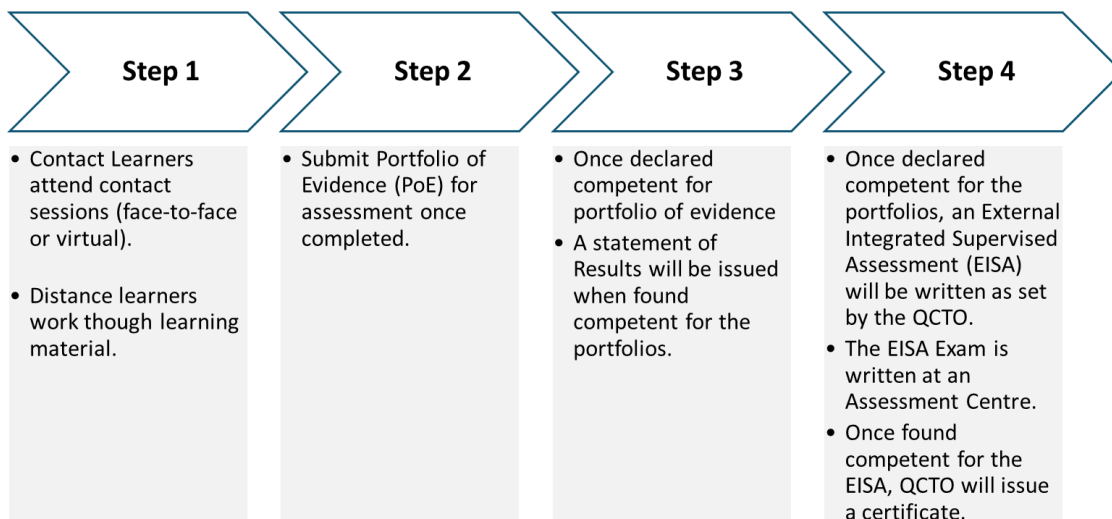
Accreditations: QCTO | ETDP SETA | MICT SETA | Services SETA | SABPP

This is an entry-level qualification to provide the students with an opportunity to progress into the following career paths: Computer Database Assistant, Software Developer, Computer/Network Support Technician, System Administrator, Project Manager and others related occupations.

## A Qualified Person will Be Able To:

- Identify the potential green technologies, processes and procedures to create a sustainable computer environment to reduce e-waste in an organisation.
- Set up desktop/laptop for a new user according to software compatibility by installing operating systems and peripheral equipment according to given specifications.
- Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards.
- Analyse and resolve hardware/software problems such as operational discrepancies to optimise performance of the desktop/laptop systems.
- Apply knowledge of principles and practices in order to identify and solve problems arising in the course of their work.

## How is this Qualification Completed?



- **Contact Sessions** Face-to-face contact sessions or virtual contact sessions.
- **Distance Learning (Self Directed Study)** (Learners and will go through the study material on his/her own.
- **Recognition of Prior Learning (RPL)** Qualifying learners may be able to complete the qualification as RPL.
- **Company Bookings and/or Learnerships**
  - Qualifications can be presented as learnerships.
  - Contact Session dates can also be scheduled specifically for companies who do group bookings.
  - Individual staff members and smaller groups can be slotted in as per the training schedule.

## What is Included in this Training Programme?

- Learning Material
- Assessment
- External Moderation/Verification

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## Programme Modules and Exit Level Outcomes

Type	Number	Title	NQF Level 5	8 Credits
<b>Knowledge Modules</b>	351201001-KM-01	Introduction to Data Communication and Networking	5	15
	351201001-KM-02	Basics of Computer Architecture: Hardware	5	30
	351201001-KM-03	Basics of Computer Architecture: Software	5	30
	351201001-KM-04	Basic Concepts of Sustainable Computer Environment and Green Technologies	4	10
	351201001-KM-05	Social Media and Digital Literacy	4	5
	351201001-KM-06	End User Computing	3	6
	351201001-KM-07	Business communication and customer services	5	8
	351201001-KM-08	Ready for work standards	5	5
<b>Total number of credits: 109</b>				
<b>Practical Skills Modules</b>	351201001-PM-01	Troubleshoot computer and network faults	5	30
	351201001-PM-02	Maintain computer and network security	4	8
	351201001-PM-03	Provide support to end Users	5	30
	351201001-PM-04	Install computer software and hardware	4	5
<b>Total number of credits: 73</b>				
<b>Knowledge Modules</b>	351201001-WM-01	Respond to user inquiries regarding fault request, NQF Level 5, 30 Credits.	5	30
	351201001-WM-02	Set up equipment for users, check operating system performance and ensure proper installation of cables and software	5	25
	351201001-WM-03	Processes of maintaining computer systems and peripherals	5	15
	351201001-WM-04	Identify the potential green technologies, processes and procedures for cost effective application and create a sustainable computer environment to reduce e-waste	4	10
	351201001-WM-05	Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities	4	20
<b>Total number of credits: 109</b>				

## Exit Level Outcomes

1. Identify the potential green technologies, processes and procedures to create a sustainable computer environment to reduce e-waste in an organisation.
2. Set up a desktop/laptop for a new user according to software compatibility by installing operating systems and peripheral equipment according to given specifications.
3. Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards.
4. Analyse and resolve hardware/software problems such as operational discrepancies to optimise performance of the desktop/laptop systems.
5. Apply knowledge of principles and practices in order to identify and solve problems arising in the course of their work.

## Articulation Options

This qualification has both horizontal and vertical systemic articulation possibilities.

- **Horizontally:**
  - Higher Certificate in Computer Technical Support, Level 05 (SAQA ID: 96732)
  - Higher Certificate in Information and Communication Technology, Level 05 (SAQA ID: 96440)
  - Higher Certificate in Information Technology, Level 05 (SAQA ID: 98911)
  - Higher Certificate in Information Technology in User Support Services, Level 05 (SAQA ID: 81866)
- **Vertically:**
  - Advanced Certificate in Information Technology, Level 06 (SAQA ID: 82906)

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