

LEARNERSHIPS QUALIFICATION



Further Education and Training Certificate:
**Information Technology:
Technical Support**
Level 4

SAQA ID: 78964

DURATION
12 MONTHS

**B-BBEE POINTS CLAIMABLE
FOR ALL LEARNERSHIPS**

**TAX CONCESSIONS APPLY BETWEEN
R80 000 - R120 000
PER CANDIDATE**

BOOK YOUR SEAT

Information Technology: Technical Support

Level 4

Course Purpose

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. The workplace experience can now be gained while acquiring the qualification through the various learnership schemes that are planning to use this qualification.

The certificate will enable qualifying candidates to:

- 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:
 1. Hardware and Infrastructure Support for Personal Computers
 2. Hardware and Infrastructure Support for Office Products
 3. Data Communications and Network Support

Who Should Study Technical Support Level 4

This course is intended for employed and newly employed individuals entering a workplace and aiming at upskilling themselves and unemployed individuals who want to develop their skills and become more employable as an entry-level Technical Support professional with a good fundamental knowledge of the Information Technology field should study this course.

Duration

12 MONTHS

US	Name of Unit Standard
14908	Demonstrate an understanding of testing IT systems against given specifications.
14919	Resolve computer user`s problems
14927	Apply problem solving strategies.
14938	Resolve technical computer problems.
119472	Accommodate audience and context needs in oral/signed communication
12154	Apply comprehension skills to engage oral texts in a business environment.
119457	Interpret and use information from texts
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts
119467	Use language and communication in occupational learning programmes.
119459	Write/present/sign for a wide range of contexts
119465	Write/present/sign texts for a range of communicative contexts
14927	Apply problem solving strategies
119469	Edit Read/view, analyse and respond to a variety of texts.
14920	Participate in groups and/or teams to recommend solutions to problems.
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
9016	Represent analyse and calculate shape and motion in 2-and 3- dimensional space in different contexts
114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment.
14917	Explain computer architecture concepts
14913	Explain the principles of computer networks.
14947	Describe data communications.
14934	Demonstrate an understanding of hardware components for personal computers or handheld computers.
14929	Describe computer cabling.
14944	Explain how data is stored on computers.
14963	Investigate the use of computer technology in an organisation.
14926	Describe information systems departments in business organisations
14921	Describe the types of computer systems and associated hardware configurations.
252210	Handle a range of customer complaints.
110023	Present information in report format.
14913	Explain the principles of computer networks.
14928	Demonstrate knowledge of basic concepts of telecommunications.
14947	Describe data communications.
14942	Demonstrate an understanding of computer network communication.
10313	Comply with service levels as set out in a Contact Centre Operation

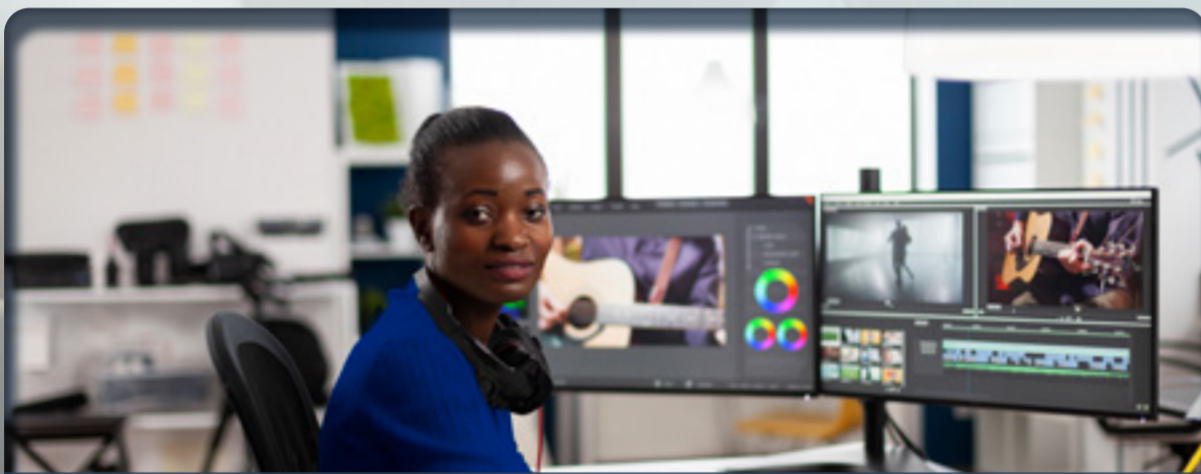


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OUTRANK YOUR COMPETITORS**

 **COMPANY PROFILE**

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INTERACTIVE MEDIA LEVEL 5

SAQA ID: 49121

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END-USER COMPUTING LEVEL 3

SAQA ID: 61591

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