

National Certificate: Information Technology: Systems Support

SAQA QUAL ID	QUALIFICATION TITLE	
48573	National Certificate: Information Technology: Systems Support	
PRIMARY OR DELEGATED QUALITY ASSURANCE FUNCTIONARY		NQF SUB-FRAMEWORK
MICTS - Media, Information and Communication Technologies Sector Education and Training Authority		OQSF - Occupational Qualifications Sub-framework
QUALIFICATION TYPE	FIELD	SUBFIELD
National Certificate	Field 10 - Physical, Mathematical, Computer and Life Sciences	Information Technology and Computer Sciences
MINIMUM CREDITS	PRE-2009 NQF LEVEL	NQF LEVEL
147	Level 5	Level TBA: Pre-2009 was L5
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT
2024-06-30		2027-06-30

PURPOSE

This qualification has been developed to help professionalise the Information Technology Industry. It is intended to allow qualified learners to gain membership of registered professional bodies in the ICT industry

The goal of the qualification is to develop learners with the requisite competencies against the skills profile for the systems support career path, the qualification is designed to:

- Provide qualified learners with an undergraduate entry into the field of networking/systems support, earning credits towards tertiary offerings in the fields of Computer Studies or Computer Science.
- Prepare qualified learners for initial employment in the computer industry.
- Allow the credits achieved in the National Certificates relating to Information Technology at NQF level 4 to be used as prior learning for this qualification.
- Allow many of the unit standards listed in this qualification, to be used in Learnership Schemes in the Information Systems and Technology sector, as well as other sectors where Information Technology is a key requirement.

This qualification builds on the specializations begun at NQF level 4 into the core field of networking and support, with further specializations into IT Support disciplines or in any other relevant vertical or enabled markets.

WHO SHOULD APPLY?

- A well-rounded IT professional building on foundational technical skills acquired at NQF level 4, via the National Certificate in IT Technical Support or equivalent.
- Entry level candidates who are capable of applying a range of institutionally acquired skills in the workplace, in the field of systems support, in a manner that adds business value.

LEARNING ASSUMED TO BE IN PLACE:

ASSUMPTIONS:

- Competence in skills gained through further education and training.
- Foundational skills in English and Mathematics at NQF level 4.
- Ability to use a personal computer competently.

RECOGNITION OF PRIOR LEARNING:

This qualification may be achieved through the Recognition of Prior Learning (RPL) which includes formal, informal and non-formal learning and work experience.

Achieving unit standards through RPL:

- Assessment can be arranged without attendance of further education or training.

Achieving the qualification through RPL:

- To achieve the qualification through RPL, the learner must submit him/herself to be assessed against the integrated assessment criteria of this qualification.

QUALIFICATION RULES:

Rules regarding NQF levels of credits

- The qualification consists of a minimum of 147 credits

Rules regarding Fundamental, Core and Electives:

- Compulsory Fundamental outcomes - 40 credits
- Compulsory Core outcomes - 77 credits
- Elective outcome - minimum of 30 elective credits need to be completed.

Demonstration Required by Learners:

- Ability to use logical methodology to troubleshoot the common types of hardware and software problems typically encountered in the day-to-day operations of an organisation.
- Ability to understand the role of technology in the business context.
- Ability to create integrated technology-based communication systems for improved business effectiveness.
- Ability to store, manage and retrieve knowledge (data) efficiently and effectively to meet organisational requirements.
- Ability to ensure secure information systems that will serve to protect the business from data loss and breaches of integrity.
- Ability to design and reflect business structure in IT Systems appropriately in order to optimise operating efficiencies, flows of data and resource utilisation within the structure.
- Ability to mobilise technical and technology-based resources to solve business problems in a specified context.
- Ability to perform cost effectively and efficiently in technology-based projects.
- Ability to manage customer relations appropriately.
- Ability to operate effectively within a change, release and configuration process.
- Ability to utilise technology-based research tools and knowledge-base repositories.
- Ability to identify and communicate business opportunities appropriately.
- Ability to install, support and maintain end-user applications

EXIT LEVEL OUTCOMES:

- A learner will be able to:
- Use a logical methodology to troubleshoot the common types of hardware and software problems typically encountered in the day-to-day operations of a department in an organisation.
- Understand the role of technology in the business context.

- Demonstrate basic application support skills
- Demonstrate operating system support skills
- Demonstrate network support skills
- Relate business problems and information technology solutions
- Demonstrate appropriate technical reporting skills
- Demonstrate appropriate customer care in the context of IT support
- Function appropriately in a change management process within a support team
- Demonstrate hardware support skills for server computers
- Demonstrate an understanding of Systems Support contextualised within a selected work area.