

Further Education and Training Certificate: Technical Support (NQF Level 4)

MICT Seta Accredited Qualification

SAQA ID: 78964

1. Further Education and Training Certificate: Technical Support (NQF Level 4)

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2. Purpose of 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.

3. Career Focus

Secretary, Project Administrator, Data Capturer, Office Administrator, Any Administrative Job in an IT or Business Environment

4. Regulatory Compliance

Accredited by	MICT Seta (SAQA ID: 78964)
Registered by	Department of Higher Education and Training
Registered on	National Qualification Framework by the South African Qualifications Authority (ID Reference : 78964)
Admission Requirements	Grade 11 or equivalent qualification NQF 3 with English and Mathematics
Minimum Requirements to complete the National Certificate:	A pass in all modules totaling 163 credits including competency in Work Integrated Learning and Completion of POE for All modules.
Minimum Completion time:	12 Months
Maximum Completion time:	18 Month
Articulation Possibilities	This qualification has been designed to allow entry into either the National Certificates in Systems Support at NQF level 5 or the National Certificate in Systems Development at NQF level 5, but can also be used as foundational to other IT qualifications that will be defined in future.

5. Foreign Students

All Foreign Students must submit their SAQA evaluation documents.

SAQA contact details: +27-(0)12 431-5070 or visit <http://www.saqa.org.za>

6. Recognition of Prior Learning Applications (RPL)

Applications for RPL must be submitted to the office of the Chief Academic Officer.

7. Curriculum: FURTHER EDUCATION & TRAINING: TECHNICAL SUPPORT LEVEL 4

YEAR 1

COMPULSORY

MODULE - SEMESTER 1	SAQA ID	CREDITS	MODULE - SEMESTER 2	SAQA ID	CREDIT S
Communication 1st Language	12154 119462 119469 119459	20	COMMUNICATION 2ND LANGUAGE	119472 119457 119458 119465	20
Basic of Networks	14938 14913	10	PC Hardware Support	14908 114636 14963 14917 14921	31
Advanced EUC Volume 2	14944	7	HELP DESK TECHNOLOGY	252210 10313 14926 14927 14920	29
Mathematics	7468 9015 9016	16			
<i>Choose One Specialization</i>					
PC Engineering				14922 14934 14935 14939 14940	44

Data Communications & Networking	14928 14932 14947 14937 14931 14953	39
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8. Further Education and Training Certificate: Learning Outcomes

- 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/specialization: Demonstrate an understanding of the use of Information Communications & Technology (ICT) in an organization & the impact it has on societies.
- You may register for a minimum is 4 modules per semester. This will ensure that you complete your qualification within the required time frame (providing that you pass the modules you registered for). You may register for a maximum of 8 modules.

9. Duration of Study

- You may register for a maximum of 1 year. This will ensure that you complete your qualification within the required time frame (providing that you pass all modules).
- There are 8 Modules to complete (Credits: 163).

10. Minimum and maximum number of modules per semester

You may register for a maximum of 4 modules in the first semester and 4 modules in the second semester. This will ensure that you complete your qualification within the required time frame (providing that you pass the modules you registered for).

11. Application for Credits

PC Training & Business College (PTY)LTD allow students who achieved the requirements of the unit standards at other recognized Higher Education Institutions, to apply for credits. Applications for Credits must be accompanied by the statement of results for which the learner wishes to apply for credits.

12. Requirements to Pass a Module

Students are required to complete all modules and answer all the activities correct to pass a module. Students, who do not pass any module, will be granted another opportunity to rewrite the examination, at an additional fee. Students will be provided with further support in any module which they find challenging.

13. How is the Final mark calculated?

The Final mark is calculated from the formative and summative assessments. Formative Assessments, includes Assignments and Continuous Assessments, contribute 50% towards the final mark. The Summative Assessment (Final Examination) contributes 50% towards the final mark. Each module will have at least one formative assessments and one summative assessment.

14. Language of delivery of Teaching for Learning

English is the language of communication, instruction and assessment at PCT & BC.

15. Mode of delivery

The mode of delivery is Distance Learning. This mode of delivery is supported by access to our national Tuition Centre's / Campuses

16. What is a Tuition Centre / Campus?

PCT & BC tuition centres grants Distance learners access to computers, free WiFi, online assessments, Technology Based Training material, electronic and physical library facilities, examination venues and administrative services. It is recommended that you select a tuition centre / campus nearest to you, and are encouraged to make use of these facilities for the duration your studies. Students who do not make use of their selected tuition centre / campus will not be able to take advantage of these facilities that are offered for free.

17. Materials required to Study

Students will be given a Tablet PC with all study guides preloaded, as well as a data bundle for internet access. It is imperative that you familiarize yourself with the Tablet PC so that you are able to make the most of this technology for your study.

Additionally, PCT & BC also provides you with prescribed e-textbooks, timetables, sample assessments, and videos for each module.

18. Completion of Assessments

All students must select a tuition centre / campus for the purpose of assessments. Formative Assessments (tests excluding assignments and POEs) and Summative assessments (final examinations) will be conducted at the selected tuition centre / campus.

The venue will depend on the specific module requirements.

- Assignments will be uploaded onto our online student portal which can be done from home or at the selected tuition centre / campus.
- Tests will be conducted at tuition centres only.

19. Provision of Academic and Tuition Support

PCT & BC has appointed qualified and experienced facilitators / tutors / lecturers and academics to provide support to our learners. Students can contact facilitators / tutors / lecturers and academics via e-mail, telephonically, or face-to-face appointments.

20. Certification

On successful completion of this qualification, you will graduate with **Further Education and Training Certificate: Technical Support (NQF Level 4) (Total 163 credits)** from PC Training & Business College.

21. Further studies on completion of National Certificate: End User Computing

On successfully completing the End User Computing certificate, you may articulate into a NQF Level 4 Further Education and Training qualification. Providing that you meet the admission and selection criteria to a public, private or foreign Further Education and training institution.

22. Application dates and Registration Fees

Applications will open on 7 January 2014. Application fees are R250.

The closing date for applications for Semester 1 is at 12h00 on Friday 1st February 2014.

The closing date for applications for Semester 2 is at 12h00 on Friday 5th July 2014.

23. Application process

Students may choose to apply in one of the following ways to PCT&BC

Choice 1: Electronically / online

Access PCT&BC website.

www.gopctraining.co.za

You will be directed to complete the online Application Form.

You must ensure that you upload all the necessary supporting documentation.

Choice 2: At campus, in person

You may choose to go to the nearest PCT & BC Campus and obtain the 'Application Form: 2014'. You must complete the Application form and submit it to the Campus manager, or registration staff with all necessary supporting documentation. The campus will capture and submit your information to Head Office.

24. On acceptance, what next?

Once you have been successfully accepted you will be sent notification accordingly. You must now proceed with the registration process.

On registration, you must complete the "Registration Form: 2014", and pay the minimum registration fees.

On payment of the registration fees, proof of payment must be submitted to the nearest Campus or Head office.

Your registration will be captured, and the necessary information will be forwarded to you.

You will then receive your study pack, including your FREE Tablet PC and Internet bundle.

The closing date for registrations for Semester 1 is at 12h00 on Friday 8th February 2013. The closing date for registrations for Semester 2 is at 12h00 on Friday 19th July 2013.

25. Admission process

On receipt of your application, it will be evaluated and successful students will be registered for the Bachelor of Business Administration.

26. PC Training & Business college Campus / Tuition Centres

27. Advantages of Studying through Distance Education at PC Training & Business College

28. About PC Training & Business College and the National Certificate: End User Computing

The PC Training & Business College (Pty) Ltd **Further Education and Training Certificate: Technical Support is accredited with MICT Seta Accreditation number: ACC/2012/05/735**

PC Training & Business College is registered with the Department of Education as a Private Further Education and Training Institution under the Higher Education Act, 1997, Registration Certificate No. 2000/HE07/008 and as a Private Further Education College under the Further Education and Training Act, 2006. Registration Certificate No. 2008.FE07/050. Also appointed by the Department of Higher Education and Training as an Employment and Skills Development Agency (ESDA) under the Skills Development Act, 2007. Registration Certificate No. 00073.