

## National Certificate: Systems Support

### MICT Seta Accredited Qualification

SAQA ID: 48573

#### 1. National Certificate: Systems Support (NQF Level 5)

##### MICT Seta Accredited Qualification

#### 2. Purpose of Qualification

The purpose of this qualification is to enhance readiness and provide entry into the areas of Systems Support at NQF L5. It prepares learners for entry into the workplace or as an undergraduate study in System Development areas covered, providing them with the necessary knowledge needed for further study in the fields of Information Technology and Computer Sciences. *mLearning Academy is the Distance Education Division of PC Training & Business College (Pty) LTD .*

#### 3. Career Focus

Computer Technician, Hardware Technician and Network Administrator.

#### 4. Regulatory Compliance

Accredited by	MICT Seta (SAQA ID :48573)
Registered by	Department of Higher Education & Training
Registered on	National Qualification Framework by the South African Qualifications Authority (SAQA ID : 48573)
Admission Requirements	The minimum entry requirement is the New National Senior Certificate (NSC) that allow entry to the Higher Education Certificate Diploma or Bachelors Degree OR Equivalent NQF Level 5 qualification
Minimum Requirements to move from one semester to another semester :	Competency in all modules. The learner is allowed to complete reassessment throughout the year
Minimum Requirements to complete the National	<ul style="list-style-type: none"><li>• A pass in all modules</li><li>• Competency in Work Integrated Learning</li><li>• Completion of all POE's</li></ul>

Certificate :	
Minimum Completion time:	1 Year
Maximum Completion time:	18 Months
Articulation Options:	This qualification was developed to allow for further study in Information Technology and related fields at Higher Education levels. It will allow the qualified learner to progress to further qualifications either in Systems Support or other IT domains, or in related industries where IT is a key component. In particular, this qualification has been designed to allow entry into the National Diploma in Systems Support at NQF level 5 and into current tertiary qualifications at National Diploma level.

## 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: National certificate: Systems Support Level 5

### YEAR 1

### ALL THESE MODULES ARE COMPULSORY

MODULE - SEMESTER 1	SAQA ID	CREDITS	MODULES - SEMESTER 2	SAQA ID	CREDITS
Personal development	114076, 10135, 114183, 114051, 114055, 114059, 114050, 8252	40	Client Server Networking	114047, 114054, 114058	23
Network Architectures and standards	114060, 114061, 114072, 114074	24	Install ,Administer and Commission a LAN	114054	3
Design a LAN for a Departmental Office	114075, 114052	13	Monitor ,Maintain and Test Systems	114053, 114054, 114066	17

Enterprise Systems Management	114056	3	Elective Stream: Assembling, Repairing and Maintaining a Server	114062, 114063, 114064, 114065	27
Managing LANs and Understanding WANs	114061, 114046, 114060, 114052	22			

## 8. National Certificate: Learning Outcomes

The National Certificate will enable learners to master the scarce and essential skills required 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 organization.
- 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 contextualized within a selected work area.

## 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: 172).

## 10. Maximum number of modules per semester

You may register for a maximum of 5 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 learners will be assessed in a formative assessment, summative assessment and work place assessment and as per our assessment policy the learner has to meet all the assessment Criteria as per unit standard

## **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 Centres / Campuses

## **16. What is a Tuition Centre / Campus?**

PCT & BC tuition centres grants Distance learners access to computers, free data bundles, 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 free data bundles 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 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 a National Certificate Systems Support, NQF Level 5 (maximum Credits 172) from PC Training & Business College.

### **21. Further studies on completion of the National Certificate**

On successfully completing the National Certificate, you may articulation into tertiary qualifications at National Diploma Level.

### **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](http://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 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 you study pack, including you 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 National Certificate in Systems Support Level 5.

#### **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 Systems Support Level 5**

The PC Training & Business College (Pty) Ltd National Certificate Systems Support Level 5 is accredited by MICT Seta (SAQA ID: 48573).

PC Training & Business College is registered with the Department of Higher Education and Training as a Private Higher Education 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.