

| PROGRAMME TITLE | NQF | SAQA ID | CREDITS |
|--|----------|---------------|------------|
| Occupational Certificate: Computer Technician | 5 | 101408 | 282 |

DESCRIPTION

The qualification will prepare students to become competent as a computer technician with an understanding of computer hardware and software troubleshooting. Students will also be competent and have hands-on computer repair skills. Computer technicians provide assistance to computer users by answering questions, resolving technical problems and maintaining a company's network, software and computer equipment. They are also called desktop support technicians or computer support specialists. Support can be provided in person, over the phone or online. They address issues ranging from network systems to individual desktop computers. 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 company employees. These technicians are responsible for maintaining the company's computer services (network and equipment). Their 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 company productivity.

CAREER FIELDS

With this qualification, successful learners could pursue a career as a:

- Enterprise Administrator
- Computer Technician
- Service Desk Technician
- Systems Administrator
- Server Administrator
- Network Administrator

PROGRAMME OUTLINE

Knowledge Modules:

- 351201001-KM-01, Introduction to Data Communication and Networking, Level 5, 15 Credits.
- 351201001-KM-02, Basics of Computer Architecture: Hardware, Level 5, 30 Credits.
- 351201001-KM-03, Basics of Computer Architecture: Software, Level 5, 30 Credits.
- 351201001-KM-04, Basic Concepts of Sustainable Computer Environment and Green Technologies, Level 4, 10 Credits.
- 351201001-KM-05, Social Media and Digital Literacy, Level 4, 5 Credits.
- 351201001-KM-06, End User Computing, Level 3, 6 Credits.
- 351201001-KM-07, Business communication and customer services, Level 5, 8 Credits.
- 351201001-KM-08, Ready for work standards, Level 4, 5 Credits.

Total number of credits for Knowledge Modules: 109.

Practical Skill Modules:

- 351201001-PM-01, Troubleshoot computer and network faults, Level 5, 30 Credits.
- 351201001-PM-02, Maintain computer and network security Level 4, 8 Credits.
- 351201001-PM-03, Provide support to end Users, Level 5, 30 Credits.
- 351201001-PM-04, Install computer software and hardware, Level 4, 5 Credits.

Total number of credits for Practical Skill Modules: 73.

This qualification also requires the following Work Experience Modules:

- 351201001-WM-01, Respond to user inquiries regarding fault request, NQF Level 5, 30 Credits.
- 351201001-WM-02, Set up equipment for users, check operating system performance and ensure proper installation of cables and software, Level 5, 25 Credits.
- 351201001-WM-03, Processes of maintaining computer systems and peripherals, Level 5, 15 Credits.
- 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, Level 4, 10 Credits.
- 351201001-WM-05, Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities, Level 4, 20 Credits.

Total number of credits for Work Experience Modules: 100.

TYPE OF PROGRAMME

The programme duration is 2 years on a full-time basis. Tuition is face to face and is scheduled per campus. Programmes are offered during the week on a full-time and part-time basis. Part-time tuition is scheduled as per the stipulated planner.

ADMISSION REQUIREMENTS

The minimum entry requirement for this qualification is:

- Any NQF Level 4 qualification.



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LEARNER MATERIAL

Prescribed textbook lists will be provided by the academic department at your campus. Students will receive electronic versions of the study guides for this programme.

PRICING

Enquire at the Berea College of Technology campus for a current programme pricelist.

ADDITIONAL COSTS

Students must make provision for additional items such as textbooks, stationery, supplementary examinations, research costs and printing of study guides etc.

EXAMINATION AUTHORITY

In terms of the Skills Development Act, 1998 (Act 97 of 1998), the QCTO accredits assessment centres to conduct the External Integrated Summative Assessment (EISA) (link to EISA information brochure PDF) for specified occupational qualifications, part-qualifications or trades recorded on the National Learners' Records Database (NLRD) but without an associated occupational qualification.

Integrated Assessment

Integrated Formative Assessment: The skills development provider will use the curriculum to guide them on the stipulated internal assessment criteria and weighting. They will also apply the scope of practical skills and applied knowledge as stipulated by the internal assessment criteria. This formative assessment together with work experience leads to entrance in the integrated external summative assessment.

Integrated Summative Assessment: An external integrated summative assessment, conducted through the relevant QCTO Assessment Quality Partner is required for the issuing of this qualification. The external integrated summative assessment will focus on the exit level outcomes and associated assessment criteria. The assessment will be conducted through written assessment and the evaluation of practical tasks at decentralised approved assessment sites by a panel of assessors evaluated by assessor(s) registered with the AQP within a period of 1 day.

EISA is a single, national assessment which leads to competent learners being awarded Occupational Certificates. It is an integral and critical component of QCTO's quality assurance system, as it ensures that the assessment of occupational qualifications, part-qualifications and trades is standardised, consistent and credible. Qualifying for External Assessment: To qualify for an external assessment, learners must provide proof of completion of all required knowledge and practical modules by means of statements of results and a record of completed work experience.

CERTIFICATION

On successful completion of the programme, the student will receive a statement of result from Berea College of Technology and upon meeting the EISA requirements, receive an Occupational Certificate: Computer Technician from the QCTO.

ARTICULATION

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).

FURTHER STUDIES

Please enquire at the nearest Berea College of Technology campus for the prospectus containing post-certificate studies. Admission to further your studies at a different institution remains the prerogative of each institution and its academic council.



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DISCLAIMER

The information contained in this fact sheet is accurate at the time of printing. However, factors beyond Berea College of Technology control (such as environmental, regulatory or technical changes) may cause the contents of this fact sheet or of the programme to change. In the event of any such change, Berea College of Technology will formally notify current learners. All possible measures will be taken to minimise inconvenience to learners.

Name of Learner: I....., hereby acknowledge that I understand the information stated in this document and fully comprehend the specifics explained above pertaining to this qualification.

Signature of Learner:

Name of Legal Guardian:
(if applicable)

Signature:

Name of Sales Consultant:

Signature:

Name of Head of Department:

Signature:

Date:

* Please note the original signed copy should be kept on the learner record file.

