ifundi
Future Ready

Occupational Certificate:

COMPUTER TECHNICIAN

NQF: 5 SAQA ID 101408 CREDIT: 282

Description

This qualification prepares learners for Computer Technician roles, which involve installing, maintaining, and repairing computer hardware, software, and networks. It covers various topics, including maintaining accurate records of configurations, maintenance activities, and support tickets, and generating reports on system performance, security vulnerabilities, and maintenance tasks.

Career Fields

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

- Computer Technician
- IT Support Specialist
- Help Desk Technician
- Network Technician
- Systems Administrator
- Technical Support Engineer

Industry Sectors:
Computer Technicians are employed across a wide range of industries, including:

- Information Technology (IT) Services
- Telecommunications
- Education
- Healthcare
- Finance
- Government
- Manufacturing
- Retail

Programme Outline

Knowledge Modules:

- Introduction to Data Communication and Networking
- Basics of Computer Architecture: Hardware
- Basics of Computer Architecture: Software
- Basic Concepts of Sustainable Computer Environment and Green Technologies
- Social media and Digital Literacy
- End User Computing
- Business communication and customer services
- Ready for work standards

Practical Skill Modules

- Troubleshoot computer and network faults
- Maintain computer and network security
- Provide support to end Users
- Install computer software and hardware

Work Experience Modules

- Respond to user inquiries regarding fault request
- Set up equipment for users, check operating system performance and ensure proper installation of cables and software
- Processes of maintaining computer systems and peripherals
- Identify the potential green technologies, processes and procedures for cost effective application and create a sustainable computer environment to reduce e-waste
- Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities

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

During the roll out of the programme formative and summative assessments will be conducted. Learners are also required to complete a Final Integrated Summative Assessment (FISA). Upon successful completion of the FISA, learners will be issued with a Statement of Results (SOR) from iFundi.
This SOR is the entry requirement for undertaking the External Integrated Summative Assessment (EISA).

EISA is a single, national assessment undertaken at accredited assessment centres. 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. This leads to competent learners being awarded Occupational Certificates. 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.

Admission requirements

The minimum entry requirement for this qualification is:

- NQF Level 4 qualification

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.

Articulation

This qualification has both horizontal and vertical systemic articulation possibilities.

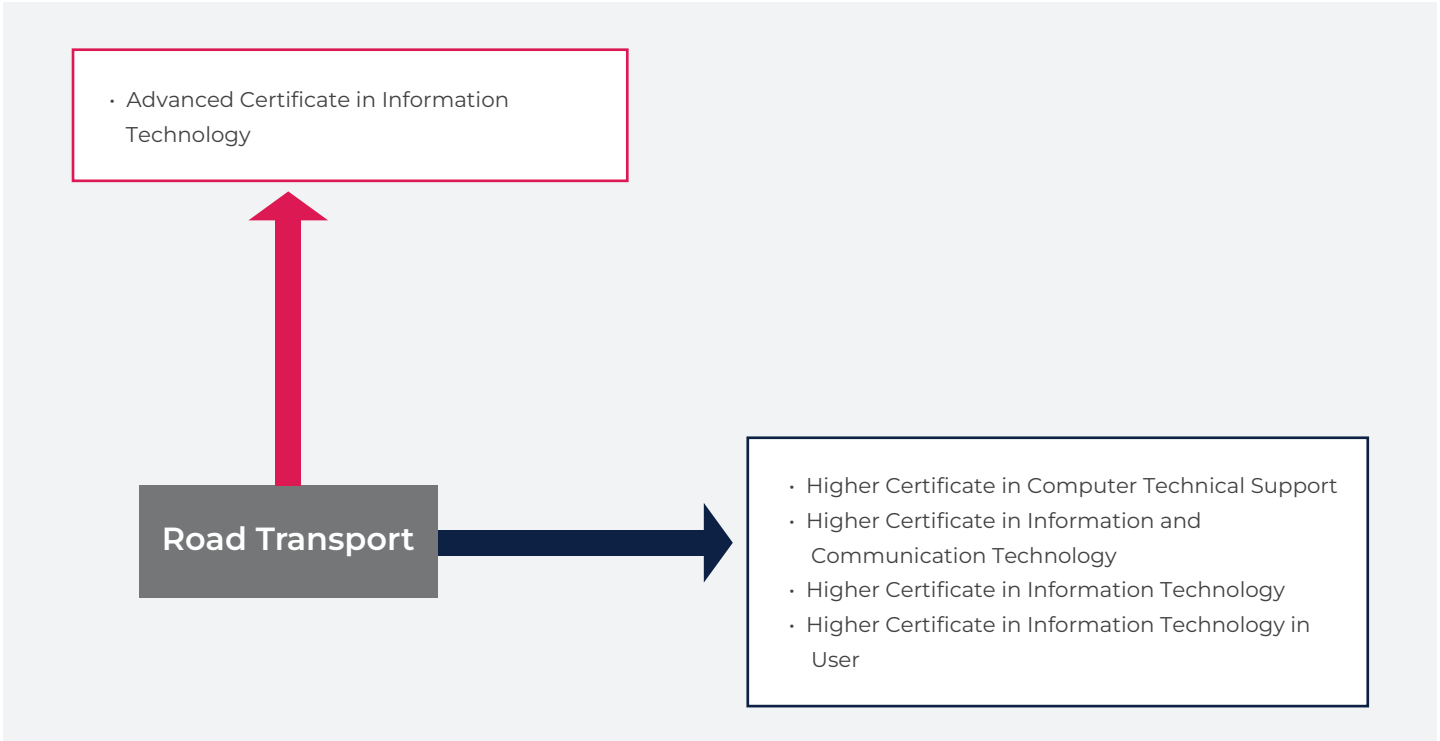
Horizontally:

- Higher Certificate in Computer Technical Support
- Higher Certificate in Information and Communication Technology
- Higher Certificate in Information Technology
- Higher Certificate in Information Technology in User

Vertically:

- Advanced Certificate in Information Technology

This qualification provides opportunities for horizontal and vertical articulation options.



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