

IT: TECHNICAL SUPPORT LEVEL 4

SAQA Qualification ID: 78964

Qualification Title: Further Education and Training

Certificate: Information Technology: Technical Support

NQF Level 04 Minimum Credits 164

PRICE
R34500

PURPOSE AND RATIONALE OF THE 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.

The qualification can be acquired in the traditional way of formal study as well as in the workplace, through learnerships. Acquiring the qualification through learnerships has the potential of addressing the problems of the past, where newly qualified people getting into the industry struggled to get employment, because they were required to have practical experience. The workplace experience can now be gained while acquiring the qualification through the various learnership schemes that are planning to use this qualification.

SPECIFIC OUTCOMES

A Qualifying learner at this level will be a well-rounded entry-level Systems Support professional with a good fundamental knowledge of the Information Technology field, coupled with interpersonal and business skills, allowing for specialisation in one of the following Systems Support fields:

- ☒ **Hardware and Infrastructure Support for Personal Computers**
- ☒ **Hardware and Infrastructure Support for Office Products**
- ☒ **Data Communications and Networking**
- ☒ **(and any new field not specified yet, allowing for new specialisations in this area)**