NATIONAL CERTIFICATE: INFORMATION TECHNOLOGY: SYSTEMS SUPPORT (AZURE)

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NATIONAL CERTIFICATE: INFORMATION TECHNOLOGY: SYSTEMS SUPPORT (SERVER 2016)

COURSE INFORMATION

SAQA ID: 48573
NQF Level: 5
Learnership Duration: 12 months
Credits: 165
Contact Sessions: Minimum Contact Session, including remediation (if required), and POE Building for this Qualification is 95 Days
Accrediting SETA: Media, Information and Communication Technology Sector Education & Training Authority

ENTRY CRITERIA

- Grade 12
- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.
- Computer Literacy at NQF Level 3.

QUALIFICATION RULES

The qualification consists of a minimum of 147 credits and has been designed in accordance with the SAQA regulations and
1. All fundamental unit standards are compulsory for this qualification. (40 credits)
2. All core unit standards are compulsory. (77 credits)
3. Elective unit standards totalling a minimum of 30 credits needs to be completed.

EQUIPMENT REQUIRED

- Hardware: Access to a computer, display monitor / keyboard / mouse / printer.
- Software: Windows 7 OS system | MS Office 2010 | Printer
- Driver (Where applicable)

CANDIDATE PROFILE & DEPLOYMENT

Target Market: Technician • Network Technician • Network Engineer • Junior Server support engineer Support Technician • IT foreign forensics • IT Security Analyst

Mentor Requirements: Mentor must have at least 5 years' experience in a Business Administration or similar environment.

Workplace Requirements: Learners must be exposed to all outcomes related to this qualification.

PURPOSE

The purpose of this qualification to develop learners with the requisite competencies against the skills profile for the systems support career path (The overarching aim being to develop a broader base of skilled ICT professionals to underpin economic growth).

SKILL LEVEL OUTCOME

- 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 organisation.
- 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.

ASSESSMENT MANAGEMENT

Credit Accumulation Transfer (CAT): 48573
CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Communication and Mathematics Clusters.

FISA Requirements:
Final Integrated Summative Assessment is requirement for the successful completion of this learnership.

Recognition of Prior Learning (RPL):
RPL is available for this qualification.

Learning Programme: Pre-Requisite: Client Support and Networking

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	114052	Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement	8	5
Core	114060	Demonstrate an understanding of local area computer networks, by installing a networked workstation	5	
Core	114061	Demonstrate an understanding of Wide Area Computer Networks (WAN`s), comparing them with Local Area Networks (LAN`s)	5	
Core	114074	Demonstrate an understanding of different computer network architectures and standards	5	
Core	114075	Design a local area computer network for a departmental office environment	5	
Fundamental	114183	Apply the principles of resolving problems for single-user and multi-user computer operating systems	7	
PoE Building and Remedials				**5**

Learning Programme 1: Personal Development

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	114050	Explain the principles of business and the role of information technology	4	15
Fundamental	114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa	3	
Fundamental	114076	Use computer technology to research a computer topic	3	
Fundamental	8252	Writing business reports in Retail/Wholesale practices	6	
Fundamental	114059	Demonstrate an understanding of estimating a unit of work and the implications of late delivery	5	
Fundamental	114051	Conduct a technical practitioners meeting	4	
Fundamental	10135	Work as a project team member	8	
PoE Building and Remedials				**5**

Learning Programme 2- 5

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	114046	Demonstrate an understanding of issues affecting the management of a local area computer network (LAN)	4	35
Core	114047	Install and configure a multi-user networked operating system	9	
Core	114054	Administer a local area computer network	7	
Core	114058	Demonstrate an understanding of the concepts of Multi-User computer Operating systems	7	
Core	114066	Test Networked IT systems against given specifications	4	
Elective	114069	Administer security systems for a multi-user computer system	15	
Core	114072	Install and commission a local area computer network	9	
Core	114053	Monitor and maintain a multi-user networked operating system	6	
Elective	114062	Assemble a server computer and peripherals from modules	5	
Elective	114073	Install and commission multi-user system software on a server computer	7	
Elective	114045	Operate an enterprise server computer system	6	
Elective	114064	Install and commission multi-user application software for a server computer	5	
Elective	114043	Support a local area computer network	10	
PoE Building and Remedials				**5**

Learning Programme 2: Microsoft Azure Fundamentals (AZ-900)
Learning Programme 3: Microsoft Azure Administrator Associate (AZ-104)
Learning Programme 4: Microsoft Azure Virtual Desktops (AZ-140)
Learning Programme 5: Managing Modern Desktops (MD-101)

Learning Programme 6: Enterprise Development

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	114056	Describe enterprise systems management and its role in IT systems support	3	10

Final Integrated Project

LP 1 – 6	All learning programmes integrated - projects	10 days
PoE Building and Remedials		**5 days**