

IT LEARNERSHIPS

COMPUTER TECHNICIAN

QUALIFICATION 101408

LEARNERSHIP Q-NUMBER: 32Q320320172825

*Designed to support your
Workplace Skills Plan and
build job-ready IT capability*



Build IT support capability

Reliable IT support is essential to business continuity. When systems fail, performance is impacted.

This ICT Computer Technician learnership builds practical capability to install, support, and troubleshoot systems. Learners develop the skills to diagnose issues, resolve problems, and support users in real workplace environments.

Whether your learners are starting out, moving into IT, or building a future-ready career, this qualification opens the door to roles like IT Support Technician, Helpdesk Technician or Desktop Support Specialist.



On successful completion of this qualification, learners are awarded: **Occupational Certificate: ICT Computer Technician (SAQA ID: 101408)**

We work closely with you to understand your objectives, guide you through the requirements, and support the implementation of qualifications that deliver real impact.

WHO SHOULD ENROL?

- Organisations strengthening IT support capability
- Teams responsible for systems, users, and infrastructure
- Employers looking to improve operational stability and support
- Individuals starting a career in IT support or technical services
- School leavers interested in technology
- Professionals looking to move into IT support roles

WHAT MAKES THIS COURSE DIFFERENT?

This programme is designed to move you from learning to doing

- Build strong foundations in computer systems, hardware and software
- Apply your skills in practical, hands-on environments
- Gain real-world experience troubleshooting and supporting users

WHAT IS THE ENTRY CRITERIA?

- Grade 12



NQF LEVEL

5



CREDITS

282

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QUALIFICATION

Provide technical assistance to users, including diagnosing and resolving issues and problems with software, hardware, computer peripheral equipment, networks, databases, systems and the internet.

Skills your teams will build

These skill level outcomes show what learners will be able to do:

- Identify the potential green technologies, processes and procedures to create a sustainable computer environment to reduce e-waste in an organisation. (NQF Level 4)
- Set up desktop/laptop for a new user according to software compatibility by installing operating systems and peripheral equipment according to given specifications (NQF Level 5)
- Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards (NQF Level 5)
- Analyse and resolve hardware/software problems such as operational discrepancies to optimise performance of the desktop/laptop systems (NQF Level 5)
- Apply knowledge of principles and practices in order to identify and solve problems arising in the course of their work (NQF Level 5)

Recognised, quality-assured qualification

Learners undergo internal assessment across the knowledge, practical, and workplace modules, all of which are formally assessed and moderated, in line with QCTO requirements. Successful completion of all components ensures that learners are EISA-ready for the External Integrated Summative Assessment.

To obtain the qualification, learners must pass the External Integrated Summative Assessment (EISA), conducted at an Accredited Assessment centre under the oversight of an Assessment Quality Partner (AQP). The EISA evaluates learners' competence against the qualification's Exit Level Outcomes through integrated written, practical, and/or work-based assessment methods, in line with approved external assessment specifications.

An environment that enables your learning journey

To ensure a successful learning journey, learners are supported by the right tools, systems, and experienced mentors within a structured environment that aligns with workplace standards. Everything is designed to help learners learn, practice, and perform with confidence.

Physical Requirements

- Computers with the latest valid operating system
- Network devices and tools
- Internet accessibility software
- Other relevant application software
- Filing system

Human Resource Requirements

- Mentor should have a minimum of 2 years' experience in the ICT support environment
- Mentor learner ratio: 1:3

Legal Requirements

- Legal (product) licences to use software
- OHS compliance certificate
- Vendor certification (if applicable)
- Ethical clearance (where necessary)

Let's partner for impact!

Our approach combines a deep understanding of your objectives with expert guidance on QCTO programmes, ensuring smooth implementation and meaningful impact in the workplace.

We'll help you get clear on the holistic implementation process

From first conversation to final assessment, you'll be supported by a team that understands how to make QCTO programmes work in practice.

Delivered your way

- Classroom | Johannesburg
- Virtual | Instructor-led
- On-site | Nationwide

**Contact us to
start your journey!**

✉ impactful@lrmg.co.za

🌐 impactful.co.za

COMPUTER TECHNICIAN

QUALIFICATION

This detailed overview outlines how the qualification is structured to develop capability progressively – from foundational knowledge, through applied practical skills, to integrated workplace experience. Each module is aligned to the credit requirements of the nationally recognised qualification

KNOWLEDGE MODULES (109 CREDITS)

ID	Name	Level	Credits
351201001-KM-01	Introduction to data communication and networking	5	15
<p>The main focus of the learning in this knowledge module is to build an understanding of how computer devices are interconnected and how information is exchanged between users, computers, terminals and applications programs.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-01-KT01	The role of data communication		
KM-01-KT02	Basic computer cabling		
KM-01-KT03	Network types and standards		
KM-01-KT04	Networking Devices		
KM-01-KT05	Networking Fundamentals		

ID	Name	Level	Credits
351201001-KM-02	Basic of computer architecture: hardware	5	30
<p>The main focus of the module is to provide students with knowledge of the science and art of selecting and interconnecting hardware components to create computers that meet functional, performance and cost goals.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-02-KT01	Personal computers and handheld devices and their functions		
KM-02-KT02	Assembling and disassembling computer and peripherals		
KM-02-KT03	Installation of computer peripherals		

ID	Name	Level	Credits
351201001-KM-03	Basic of computer architecture: software	5	30
<p>The main focus of the module is to build an understanding of the science and art of selecting and interconnecting software components to create computers that meet functional, performance and cost goals.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-03-KT01	Types of Software		
KM-03-KT02	System Software		
KM-03-KT03	Application Software		
KM-03-KT04	Utility programs		
KM-03-KT05	System tools		

ID	Name	Level	Credits
351201001-KM-04	Basic concepts of sustainable computer environment and green technologies	4	10
<p>The main focus of the learning in this knowledge module is to build an understanding of the concepts of maintaining a sustainable green environment</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-04-KT01	e-Waste and recycling		
KM-04-KT02	Green computing		

ID	Name	Level	Credits
351201001-KM-05	Social media and digital literacy	4	5
<p>The main focus of the learning in this knowledge module is to build an understanding of access, scan and evaluate the multilingual and multi-literacy online environments to utilize digital technology to facilitate sharing and networking with internal and external stakeholders. The learner will gain the necessary skills to understand the impact of social media and etiquette when utilizing the tools to enhance the image and the business of the organisation.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-05-KT01	Introduction to social media and digital literacy		
KM-05-KT02	Social media as a communication tool		

ID	Name	Level	Credits
351201001-KM-06	End user computing	3	6
<p>The main focus of the learning in this knowledge module is to build an understanding of end user computing. It is intended to empower learners to acquire the knowledge required to operate confidently in the basic skill of creating word documents, spreadsheets and presentations. They will also be able create, send and receive e-mails in the course of their work. The learner will also be able to use internet to source reliable data in a safe and secure manner for work purposes.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-06-KT01	Understand Keyboard functions		
KM-06-KT02	Create, edit and format word documents		
KM-06-KT03	Understand and use presentation software		
KM-06-KT04	Understand and apply GUI based spreadsheet application skills		
KM-06-KT05	Create, send and receive E-mail messages		
KM-06-KT06	Demonstrate ability to use the Word Wide Web		
KM-06-KT07	Safety and security of ICT		

ID	Name	Level	Credits
351201001-KM-07	Business communication and customer services	5	8
<p>The main focus of the learning in this knowledge module is to build an understanding of the application of business communication principles through creation of effective business documents and oral presentations. On completion of this module students will have the ability to manage diverse relationships through positive communication skills</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-07-KT01	Concise business communication media		
KM-07-KT02	Organizational Communication		
KM-07-KT03	Multi-cultural communication		
KM-07-KT04	Oral communication and listening skills		
KM-07-KT05	Conflict and stress		
KM-07-KT06	Problem solving and decision making		
KM-07-KT07	Business letters		
KM-07-KT08	Report writing		

ID	Name	Level	Credits
351201001-KM-08	Ready for work standards	4	5
<p>The main focus of the learning in this knowledge module is to build an understanding of the overview of the soft skills needed to be an effective member of an organisation through self-management skills. On completion of this module, students will be able to identify, explain and adhere to the ethical principles and to conduct themselves with the professional standards applicable in the organisation.</p> <p>The learning will enable learners to demonstrate an understanding of:</p>			
KM-08-KT01	Rules of professional conduct and ethics		
KM-08-KT02	Interpersonal Management		
KM-08-KT03	Work-readiness (Full office orientation, Office etiquette, dress-code)		
KM-08-KT04	Legislation governing employment		

PRACTICAL SKILL MODULES (73 CREDITS)

ID	Name	Level	Credits
351201001-PM-01	Install computer software and hardware	4	5
<p>The focus of the learning in this module is on providing the learner an opportunity to install laptop computers, configuring them to run on a company network. To load and test operating software, together with any application software that the user needs. To link the computer to peripheral equipment, such as printers or scanners, configuring any necessary drivers. To also set up email accounts and Internet access on the computer. In addition to deploying user systems, computer technician also may be responsible for installing servers and networking components.</p> <p>The learner will be required to:</p>			
PM-01-PS01	Assess the compatibility of the hardware and software		
PM-01-PS02	Install and configure system software and application software		
PM-01-PS03	Connect the desktop/laptop to peripheral devices and to organisations network		
PM-01-PS04	Ensure that the internet is connected and set up email accounts for users		
<p>Associated Knowledge Modules: KM-02 Basic of computer architecture: hardware KM-03 Basic of computer architecture: software</p>			

ID	Name	Level	Credits
351201001-PM-02	Troubleshoot computer and network faults	5	30
<p>The focus of the learning in this module is on providing the learner an opportunity to diagnose and resolve hardware problems. Use diagnostic tools to identify the cause of the problem and repair or replace any failed components. For serious problems where a user has lost data, the computer technician tries to recover and restore the data. Computer technicians also diagnose software issues, reinstalling programs if necessary. If a user experiences problems connecting to the Internet, technicians diagnose and re-establish connectivity, consulting network specialists if necessary</p> <p>The learner will be required to:</p>			
PM-02-PS01	Identify the errors and faults to determine whether to replace, repair or reconfigure hardware and software		
PM-02-PS02	Identify appropriate backup and recovery solutions for the organization		
PM-02-PS03	Keep records of commands and tools used to solve problems for future reference using various recording methods		
PM-02-PS04	Repair or upgrade computer programs		
PM-02-PS05	Identify appropriate command prompts for different solutions		
PM-02-PS06	Revert to restore points		
PM-02-PS07	Secure hardware, software and data		
Associated Knowledge Modules: KM-01 Introduction to data communication and networking KM-03 Basic of computer architecture: software			

ID	Name	Level	Credits
351201001-PM-03	Maintain computer and network security	4	8
<p>The focus of the learning in this module is on providing the learner an opportunity to strengthen IT security at the user level, to install and upgrade anti-virus software. To diagnose and resolve any problems caused by computer viruses or malware. To reduce the risk of attack, they provide users on security best practices and ensure that users are aware of company IT security policy</p> <p>The learner will be required to:</p>			
PM-03-PS01	Install and configure antivirus software		
PM-03-PS02	Configure firewalls on operating systems		
PM-03-PS03	Diagnose and resolve problems caused by computer viruses or malware		
PM-03-PS04	Create and assign user permissions and rights		
Associated Knowledge Module: KM-03 Basic of computer architecture: software			

ID	Name	Level	Credits																
351201001-PM-04	Provide support to end Users	5	30																
<p>The focus of the learning in this module is on providing the learner an opportunity to provide support and advice to computer users. Following a new installation or upgrade program, they explain and demonstrate new features to users and provide brief training to ensure a successful deployment. They also provide ongoing support when users report a problem. Computer technicians may provide support remotely by working on a desk and resolving issues by telephone. they visit users to deal with problems that cannot be resolved by telephone.</p> <p>The learner will be required to:</p> <table border="1"> <tbody> <tr> <td>PM-04-PS01</td> <td>Install and upgrade computer programs</td> </tr> <tr> <td>PM-04-PS02</td> <td>Keep records of users queries and their solutions</td> </tr> <tr> <td>PM-04-PS03</td> <td>Troubleshoot the computer system</td> </tr> <tr> <td>PM-04-PS04</td> <td>Connect the computer to company's shared resources and data</td> </tr> <tr> <td>PM-04-PS05</td> <td>Monitor computer system for optimal performance</td> </tr> <tr> <td>PM-04-PS06</td> <td>Communicate diagnostic findings effectively</td> </tr> <tr> <td>PM-04-PS07</td> <td>Identify problems that need referral</td> </tr> <tr> <td>PM-04-PS08</td> <td>Manage domain user accounts</td> </tr> </tbody> </table>				PM-04-PS01	Install and upgrade computer programs	PM-04-PS02	Keep records of users queries and their solutions	PM-04-PS03	Troubleshoot the computer system	PM-04-PS04	Connect the computer to company's shared resources and data	PM-04-PS05	Monitor computer system for optimal performance	PM-04-PS06	Communicate diagnostic findings effectively	PM-04-PS07	Identify problems that need referral	PM-04-PS08	Manage domain user accounts
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Associated Knowledge Module: KM-03 Basic of computer architecture: software																			

ID	Name	Level	Credits				
351201001-WM-02	Set up equipment for users, check operating system performance and ensure proper installation of cables and software	5	25				
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <p>install desktop and laptop computers, configuring them to run on a company network. They load test operating software, together with any application software that the user needs. They link the computer to peripheral equipment, such as printers or scanners, configuring any necessary drivers. They also set up email accounts and Internet access on the computer. In addition to deploying user systems, computer technicians also may be responsible for installing servers and networking components</p> <p>The learner will be required to:</p> <table border="1"> <tbody> <tr> <td>WM-02-WE01</td> <td> Set up and maintain network equipment on a regular basis according to company procedures <ul style="list-style-type: none"> • Configure computers for users • Set up and link computers to printers and network • Install and setup ICT equipment for users (Data projectors, Printers, Scanners) • Troubleshoot network connectivity problems as per user requests </td> </tr> <tr> <td>WM-02-WE02</td> <td> Maintain network and information security on a regular basis <ul style="list-style-type: none"> • Create and set up user accounts • Reset user passwords on a regular basis • Update operating system software and keep user's applications fully patched • Scan the network for viruses and threats on a regular basis • Format computer hard drives to ensure information security when disposing of computers </td> </tr> </tbody> </table>				WM-02-WE01	Set up and maintain network equipment on a regular basis according to company procedures <ul style="list-style-type: none"> • Configure computers for users • Set up and link computers to printers and network • Install and setup ICT equipment for users (Data projectors, Printers, Scanners) • Troubleshoot network connectivity problems as per user requests 	WM-02-WE02	Maintain network and information security on a regular basis <ul style="list-style-type: none"> • Create and set up user accounts • Reset user passwords on a regular basis • Update operating system software and keep user's applications fully patched • Scan the network for viruses and threats on a regular basis • Format computer hard drives to ensure information security when disposing of computers
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ID	Name	Level	Credits
351201001-WM-03	Process of maintaining computer systems and peripherals	5	15
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <p>Strengthen IT security at the user level, computer technicians install and upgrade anti-virus software. They also diagnose and resolve any problems caused by computer viruses or malware. To reduce the risk of attack, they provide advice to users on security best practices and ensure that users are aware of company IT security policy.</p> <p>The learner will be required to:</p>			
WM-03-WE01	<p>Install and perform minor repairs to hardware, software or peripheral equipment following design or installation specifications</p> <ul style="list-style-type: none"> • Verify software compatibility on company devices and give necessary feedback • Configure devices and install appropriate drivers • Perform routine maintenance and standard repairs to networking • Install software and hardware upgrades according to recommended company standards • Show users the proper use of hardware, applications software and related systems software • File evidence of work done and solutions provided according to company procedures 		
WM-03-WE02	<p>Prepare evaluations of software and hardware, and recommend improvements and upgrades</p> <ul style="list-style-type: none"> • Investigate whether the client/organisation has the necessary equipment • Evaluate the compatibility of the hardware and software • Test the IT systems against given specification within the organisation • Check the compliance and standardisation of software applications • Report system shortfalls on a regular basis • Conduct research of vendors that offer upgrades or alternative software or hardware against shortfalls identified • Provide recommendations for possible improvements or changes to the immediate supervisor 		
WM-03-WE03	<p>Optimise performance of the operating system to minimise problems relating to hardware and software</p> <ul style="list-style-type: none"> • Scan computers for virus removal to enhance performance as per schedule • Perform system, user backups and maintain company information security on a regular basis • Run a diagnosis on computer systems to identify problems and necessary solutions as per requests • Consult user guides, technical manuals and other documents to implement solutions as needed • assist in technical upgrading and maintenance of entire desktop systems as per request or schedule • Follow a detailed test plan to ensure optimum performance of equipment according to company procedures 		

ID	Name	Level	Credits
351201001-WM-04	Identify the potential green technologies process and procedures for cost effective application and create a sustainable computer environment to reduce e-waste	4	10
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <p>Maintain a sustainable green environment</p> <p>The learner will be required to:</p>			
WM-04-WE01	Promote green technologies in the organisation <ul style="list-style-type: none"> • Advise end-users to unplug printers, scanners, and other peripherals that are only used occasionally until they are needed • Set computers to energy saving settings • Send out reminders to end-users to turn off computer equipment after office hours on a regular basis • Advise end-users on a regular basis to review documents onscreen rather than printing them out and to send emails instead of paper letters • Choose printers and photocopiers that do double-sided printing • Promote the use of cloud computing • Promote paper recycling and arrange for collection • Create backup files, emails and keep them on an external drive according to organisational policy 		
WM-04-WE02	Dispose computer equipment in a green manner <ul style="list-style-type: none"> • Apply a company recycling program for electronic disposals • Collect re-usable parts from redundant PCs and store according to company policy • Dispose assets in an environmentally friendly manner according to company policy 		

ID	Name	Level	Credits
351201001-WM-05	Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities	4	20
<p>The focus of the work experience is on providing the learner an opportunity to:</p> <p>Provide support to end-users</p> <p>The learner will be required to:</p>			
WM-05-WE01	Safe keeping records of daily data communication transactions, problems and remedial actions taken in an organisation <ul style="list-style-type: none"> • Receive and record the enquiries received from end users • Analyse the requirements to prioritise actions to be taken • Distribute or attend to the user enquiries • Follow up on outstanding requests and ensure timely resolutions • Document all work done from initial request through to request completion • Record problems and their solutions for future reference • File evidence of work done and/or solutions provided according to company processes and procedures 		