

IT SKILLS PROGRAMMES

BASIC END USER COMPUTING

QUALIFICATION TYPE:
SKILLS PROGRAMME ID (SP- 240201)

TRAINING DAYS: 30

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



Build essential digital capability

Digital tools are part of everyday work. Without the right foundational skills, productivity slows, errors increase, and confidence drops.

This Basic End User Computing skills programme builds practical capability to use digital tools effectively in a workplace environment. Learners develop the skills to work with common applications, manage tasks, and communicate clearly using digital platforms.

On successful completion of this skills programme and successful FISA (Final Integrated Summative Assessment), learners will be awarded: **QCTO Certificate: Basic End User Computing** (An accredited, credit-bearing Skills Programme certificate)

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

WHO SHOULD ENROL?

- Organisations building foundational digital capability across teams
- Teams working in administrative, operational, or support roles
- Individuals preparing for entry into the workplace or digital environments
- Aspiring professionals building essential digital and workplace skills

WHAT MAKES THIS COURSE DIFFERENT?

This skills programme is designed to move you from learning to doing

- Build strong foundations in digital tools and workplace applications
- Apply skills in practical environments that reflect real work tasks
- Gain confidence in using technology to complete daily activities and communicate effectively

WHAT IS THE ENTRY CRITERIA?

- Level 2



NQF LEVEL **3**



CREDITS **30**

BASIC END USER COMPUTING

SKILLS PROGRAMME

The purpose of this skills programme is to equip individuals with the foundational skills and knowledge needed to operate effectively in an information technology environment. This programme aims to enhance productivity, employability, and digital literacy by providing learners with the ability to utilize various computing devices, manage their interface, and apply core software applications.

The skills your team will build

These exit level outcomes show the skills you'll have built:

- Identify and explain the roles, rights, and responsibilities of both employers and employees within the workplace environment, in line with applicable labour laws and workplace policies
- Demonstrate an understanding of and apply workplace ethics, organisational norms, and core values to support a productive and respectful working environment
- Effectively perform a range of critical end-user computing tasks, demonstrating practical competence in real or simulated workplace contexts and contributing meaningfully to team-based activities and organisational objectives

Assessment designed to show what you can do

Learners are assessed throughout the programme using a variety of methods, which may include practical tasks, written assignments, short projects, demonstrations, and presentations. Evidence of learning is collected and recorded for monitoring, feedback, and quality assurance. Where the curriculum is delivered in modules, internal summative assessments are conducted at the end of each module and results are recorded. After completing all modules, learners must complete a Final Integrated Supervised Assessment (FISA) that integrates the key outcomes of the skills programme. The FISA is implemented through one assessment process, which may be conducted using either of the following supervised methods:

Face-to-face Assessment

The FISA is conducted in person under direct supervision, using approved assessment instruments and a rubric and/or checklist to confirm that all required competencies have been demonstrated

Virtual delivery via e-assessment

The FISA may be conducted virtually via our secure e-assessment platform (Questionmark). This assessment is conducted under supervised conditions and is further strengthened through the use of proctoring, which provides real-time monitoring and verification of learner identity and assessment conditions. Proctoring enhances the integrity, credibility, and reliability of the FISA by reducing the risk of malpractice, ensuring compliance with assessment rules, and confirming that the assessment is conducted fairly, consistently, and in line with approved assessment requirements

The FISA is supervised, with a pass mark set at 75%

Let's partner for impact!

Our approach combines a deep understanding of your objectives with expert guidance on QCTO skills 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

Take the next step with us!

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[impactful.co.za](https://www.impactful.co.za)

END USER COMPUTING

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This detailed overview outlines how the skills programme 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 skills programme

SKILLS RATIONALE

Basic End User Computing Skills Programme, these skills are directly linked to enabling learners to function competently in digital and administrative work environments. Communicate effectively using digital tools and workplace-appropriate language. The purpose of this skills programme is to equip learners with the foundational digital and workplace skills required to function effectively in a business or office environment. Learners will be prepared to operate confidently as employees by performing daily workplace tasks and activities using basic end user computing applications, in line with industry standards and organisational expectations.

Within the Basic End User Computing Skills programme, learners develop essential digital competencies and functional workplace behaviours that are critical for completing daily tasks, solving problems, and engaging in lifelong learning in a technology-driven world of work. This skills programme contributes to the development of a capable and digitally literate workforce by providing individuals with practical, employable skills. It supports industry by addressing skills gaps, promoting workplace readiness, and enhancing productivity. At the same time, it plays a vital role in reducing social and economic inequalities through community reskilling and the upliftment of individuals from previously disadvantaged backgrounds, ultimately contributing to inclusive economic growth and national development.

KNOWLEDGE COMPONENTS

Module 1:

Concepts and principles that underpin the use and safe handling of computing devices and managing the human interface with computing devices and systems

- 1.1 Fundamentals of working with computing devices. (50%)
- 1.2 Overview of the concepts and principles of operating computing devices

Module 2:

Basic computing applications that enhance workplace and personal productivity (Word Processing, Spreadsheets, Presentations, and electronic mail.)

- 2.1 Introduction to Word Processing Applications
- 2.2 Introduction to Spreadsheet Applications
- 2.3 Introduction to Presentation Applications
- 2.4 Introduction to Digital Communication Applications

APPLICATION COMPONENTS

Module 1:

Manage the human interface with computing devices and computing systems

- 1.1 Correctly apply appropriate safety and health principles when handling computing devices and ensure safe operating environment
- 1.2 Optimise efficiency in operating computing devices

Module 2:

Use basic functionalities of Word Processing, Spreadsheets and Presentation software applications

- 2.1 Create basic Word processing documents
- 2.2 Create and use basic spreadsheets
- 2.3 Design and develop basic Presentations (Graphics and multimedia)
- 2.4 Draft a range of electronic mail communications
- 2.5 Select install and safely use different Web browsers (Ethical and appropriate use of information from web browsers)