

IT SKILLS PROGRAMMES

# INTERMEDIATE END USER COMPUTING

QUALIFICATION TYPE:  
SKILLS PROGRAMME ID (SP- 240202)

TRAINING DAYS: 15

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



## Digital skills for business

As organisations grow, teams need more than basic digital skills. They need the ability to use technology to plan, manage, and support day-to-day business activities.

This Intermediate End User Computing skills programme builds practical capability to use digital tools for business operations. Learners develop the skills to analyse information, support planning, manage resources, and contribute to effective decision-making in a computer-based work environment.

On successful completion of this skills programme and successful FISA (Final Integrated Summative Assessment), learners will be awarded: **QCTO Certificate: Intermediate 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 strengthening digital capability across operational teams
- Teams supporting business processes, administration, or coordination
- Individuals building on foundational digital skills in a workplace environment
- Aspiring professionals developing business and digital application skills

### WHAT MAKES THIS COURSE DIFFERENT?

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

- Build digital skills for everyday business tasks
- Apply skills in real workplace scenarios
- Support planning, resource use, and decision-making

### WHAT IS THE ENTRY CRITERIA?

- Grade 9



NQF LEVEL **4**



CREDITS **20**

# INTERMEDIATE END USER COMPUTING

SKILLS PROGRAMME

The purpose of this skills programme is to equip learners with intermediate end user computing skills to effectively support the operation of a small business. Learners who complete this programme will be able to use digital tools and applications to **start, manage, grow, and sustain a small business**, enabling them to perform essential business functions, improve productivity, and make informed decisions in a computer-based work environment.

## The skills your team will build

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

- Collect and analyse industry-related information using intermediate computing tools
- Identify and analyse market requirements using intermediate end user computing tools
- Determine financial, human, and infrastructure requirements using intermediate computing applications
- Manage financial, human, and infrastructure resources using intermediate end user computing tools
- Develop a business establishment plan using intermediate end user computing applications
- Organise and execute business activities using intermediate end user computing skills

## 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)

# INTERMEDIATE END USER COMPUTING

QUALIFICATION TYPE:  
SKILLS PROGRAMME ID (SP-240201)

*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*

## KNOWLEDGE COMPONENTS

### Module 1:

Concepts and principles underpinning the Intermediate use of core computing applications (Word Processing, Spreadsheets, Presentations, and electronic mail

- 1.1 Intermediate features of Word Processing Applications
- 1.2 Intermediate Features of Spreadsheet Applications
- 1.3 Intermediate Features of Presentation Applications.
- 1.4 Intermediate Features of Electronic mail applications

## APPLICATION COMPONENTS

### Module 1:

Use Intermediate level functionalities of Word processing, Spreadsheets and Presentation Applications

- 1.1 Create intermediate level Word Processing documents
- 1.2 Create and use intermediate level Spreadsheets.
- 1.3 Design and develop intermediate level Presentations (Graphics and multimedia)