

## IT SKILLS PROGRAMMES

# ADVANCED END USER COMPUTING

QUALIFICATION TYPE:  
SKILLS PROGRAMME ID (SP- 240203)

TRAINING DAYS: 15

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



## Advanced digital skills for business

As organisations grow, digital tools need to do more than support tasks. They need to enable smarter decisions, better planning, and improved performance.

This Advanced End User Computing skills programme builds practical capability to use advanced digital tools to manage operations, analyse information, and support business growth. Learners develop the skills to apply technology in ways that improve efficiency, decision-making, and overall performance.

On successful completion of this skills programme and successful FISA (Final Integrated Summative Assessment), learners will be awarded: **QCTO Certificate: Advanced 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 for performance and growth
- Teams responsible for planning, coordination, and operational management
- Individuals building advanced digital skills in a business environment
- Aspiring professionals developing capability in analysis, planning, and execution

### WHAT MAKES THIS COURSE DIFFERENT?

- This skills programme is designed to move you from learning to doing
- Build advanced digital skills for business planning and operations
  - Apply skills in real-world scenarios that reflect workplace demands
  - Support analysis, resource management, and informed decision-making

### WHAT IS THE ENTRY CRITERIA?

- NQF Level 3 with Intermediate EUC Skills



NQF LEVEL

5



CREDITS

20

# ADVANCED END USER COMPUTING

SKILLS PROGRAMME

The purpose of this skills programme is to equip learners with advanced digital and computing competencies required to effectively support and manage operations within a small business environment. Learners who complete this skills programme will be able to use advanced end user computing tools and applications to **start, manage, grow, and sustain a small business**, enhancing efficiency, decision-making, and overall business performance through the strategic use of technology.

## The skills your team will build

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

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

## 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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# ADVANCED 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 Advanced use of core computing applications (Word Processing, Spreadsheets, Presentations, Web and electronic mail)

- 1.1 Advanced features of Word Processing Applications.
- 1.2 Advanced features of Spreadsheet Applications
- 1.3 Advanced features of Presentation Applications
- 1.4 Advanced Features of digital communications

## APPLICATION COMPONENTS

### Module 1:

Use Advanced Functionalities of Word Processing, Spreadsheets and Presentation Applications

- 1.1 Create and use Advanced level Word Processing documents
- 1.2 Create and use Advanced level Spreadsheets
- 1.3 Design, develop and use Advanced level Presentations