

NATIONAL CERTIFICATE: INFORMATION TECHNOLOGY: SYSTEMS SUPPORT (SAQA ID: 48573)

Accreditation Body	
Course Content	<p>The National Certificate: Information Technology: System Support is designed to develop learners with the competencies based on the skills profile for the system support career path. Learners build on foundational technical skills acquired at NQF level 4, via the FETC: IT Technical Support or equivalent. This qualification expands the following specialisation(s):</p> <ul style="list-style-type: none">• Hardware and Infrastructure Support for personal computers• Data Communication and Network Support• Hardware and Infrastructure Support for office products, with further specialisation(s) into IT Support fields or in any other related markets
NQF Level	Level 5
Credits	147
Duration	1 year
Admission Criteria	<ul style="list-style-type: none">• Foundational skills in English and Mathematics at NQF level 4/Grade 12 or equivalent• Ability to use a personal computer competently
Articulation Options	<p>The learner will understand the role of a Systems Support Technician and be able to competently carry out the exit level outcomes of the qualification, in a business environment. The purpose of this qualification is stated as being a foundational qualification at the Further Education and Training band (level 4), allowing for further study in Information Technology and related fields at Higher Education levels. This will allow the qualified learner to progress to further qualifications either in Systems Support or other IT domains, or in other related industries where IT is a key component</p>
Career Focus	<ul style="list-style-type: none">• End-User Support Technician• IT Technician• Network Technician• System Administrator