FETC: INFORMATION TECHNOLOGY – TECHNICAL SUPPORT

REGENESYS
SKILLS ACADEMY

PROGRAMME OVERVIEW

Studying a certificate in Information Technology - Technical Support at an entry level is a crucial step for anyone looking to start a career in the IT industry.

This qualification provides foundational knowledge and practical skills in troubleshooting, maintaining, and supporting computer systems and networks.

It covers essential topics such as hardware and software installation, network configuration, and customer service techniques. By gaining these

competencies, individuals can effectively address technical issues, support end-users, and ensure smooth IT operations within an organisation.

This certificate not only opens doors to various entry-level IT roles but also lays the groundwork for further professional development and specialisation

in the ever-evolving field of information technology.

QUALIFICATION SPECIFICATIONS

- SAQA ID: 78964
- NQF Level: 4
- Credits: 163
- Duration: 12 Months
- Accreditation body: MICT SETA

ENTRY LEVEL REQUIREMENTS

- English and Mathematics at NQF level 3.
- The ability to use a personal computer competently

OCCUPATION FUNCTION

Someone who has studied Information Technology - Technical Support at an entry level typically takes on roles that involve maintaining and troubleshooting computer systems and networks

PROGRAMME STRUCTURE

The programme is divided into six modules covering the following:

1. Effective communication and problem solving skills
2. Computer systems and the use of computer technology in business
3. Computer Technology Principles
4. Effective team work
5. Materials and equipment for technology purposes
6. Hardware and Infrastructure support for office products

The programme consists of:

- Facilitator led online knowledge modules
- Facilitator led online practical modules
- Final Integrated Summative Assessment (exam)

VERTICAL ARTICULATION

- This qualification 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