

FURTHER EDUCATION TRAINING CERTIFICATE: INFORMATION TECHNOLOGY: TECHNICAL SUPPORT

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|-----------|--------|------------|---------------------------|
| SAQA ID: | 78964 | NQF Level: | NQF 4 |
| POE: | Yes | Credits: | 163 |
| Duration: | 1 year | Classes: | Mon – Fri (8:00 to 12:00) |

IS THIS FOR ME?

Technology is the future and technical support services are key to ensuring smooth operations. This is done through correct setup, maintenance, troubleshooting and problem-solving. This programme will allow you to enter the workplace and gain hands on experience or continue your studies further.

WHAT DO I NEED TO GET IN?

- Knowledge, comprehension and application of English at Grade 11 (NQF 3) or equivalent level
- Knowledge, comprehension and application of Mathematical Literacy at Grade 11 (NQF 3) or equivalent level

WHAT CERTIFICATION DO I GET?

- After you have successfully completed all modules in the programme you will be awarded a Further Education Training Certificate: Information Technology: Technical Support NQF L4 issued by MICT SETA.
- There is also the option to take the external international examinations and receive CompTIA Certification.

WHAT MODULES ARE COVERED AND HOW ARE THEY ASSESSED?

| Description | POE | Assessments | | Optional External Exam |
|---|-----|-------------|-----------|---------------------------|
| | | Formative | Summative | |
| Fundamental Communication 1 st SA Language | ✓ | ✓ | ✓ | N/A |
| Fundamental Communication 2 nd SA Language | ✓ | ✓ | ✓ | N/A |
| Fundamental Mathematical Literacy | ✓ | ✓ | ✓ | N/A |
| PC Technologies (A+) | ✓ | ✓ | ✓ | CompTIA 220-901 & 220-902 |
| Network Technologies (N+) | ✓ | ✓ | ✓ | CompTIA N10-006 |
| Workplace | ✓ | N/A | N/A | N/A |

WHAT OPPORTUNITIES DOES IT OPEN FOR ME?

- Network Technician
- End User Support Technician
- IT Technician

WHERE WILL THE CLASSES BE HELD?

The course will be run at our East London Campus at 231 Upper Oxford Street, Southernwood. Off-street parking is available in the evenings.



WHAT ARE MY OPTIONS IF I WANT TO STUDY FURTHER AFTER THE COURSE?



National Certificate: IT: Systems Support
NQF 5 (SAQA ID 48573)

WHAT'S INCLUDED IN MY COURSE FEE?

- ELMI Registration fee
- Tuition material and textbooks
- Classroom lectures and personal mentorship
- Assignments and assessments
- Marking, moderation and verification
- ELMI Kit Bag
- Access to ELMI campus events

DISCLAIMER

The contents of this information sheet are subject to change without notice due to legislation, market requirements or any other reason. ELMI reserves the right to change the programme subject matter without notice. This information sheet forms part of your enrolment contract.