

SAQA ID

61591

DURATION

12 Months

CREDITS

130

SETA

MICT

National Certificate:

**INFORMATION
TECHNOLOGY:
END USER COMPUTING**
NQF Level 3



WHO SHOULD STUDY THIS COURSE?

The purpose of the qualification is to build the knowledge and skills required by learners in End User Computing. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently in the End User Computing environment in the South African community and to respond to the challenges of the economic environment.

The qualification addresses the need in the workplace for nationally recognised qualifications, based on unit standards, which will allow learners with workplace experience in End User Computing to obtain recognition for prior learning.

The qualification provides a framework for learners to develop skills that will enable them to become competent in End User Computing. It introduces theoretical concepts of End User Computing and requires the application thereof, to develop a range of skills that will enable learners to be better-informed workers in their chosen industry. It provides a balanced learning experience that lays the foundation for access to further education, life long learning and to productive employment.

A qualifying learner will be able to:
 Competently apply the knowledge, techniques & skills of End User Computing applications in the workplace.
 Understand the impact and use Information Communication & Technology (ICT) in an organisation and society.
 Improve Communication by combining communication skills with End User Computing skills.
 Improve the application of mathematical literacy in the workplace, by better utilising applicable End User Computing Applications

The National Certificate in IT: End User Computing at NQF Level 3, is intended for learners already employed or new learners entering the workplace, requiring End User Computing skills. The unit standards of this qualification may be added to other industry qualifications to provide an End User Computing focus with comparison, choice, interpretation and the application of knowledge.

Rationale:

The National Certificate in IT: End User Computing - NQF Level 3, is designed to meet the needs of learners who require end user computing skills in all sectors of the economy, as End User Computing is an essential skill in any business today. The qualification is designed to accommodate both learners in formal education and learners already employed. It aims to develop informed and skilled learners that can apply the acquired skills in any industry and should contribute towards improved productivity and efficiency in the workplace.

The need for the qualification was highlighted by an IT sector study that was done and confirmed by ISETT SETA. The design of the qualification is unit standard based, to allow learners to qualify for a national qualification by accumulating the required credits via short learning programmes or workplace practical experience or both. It also allows learners to achieve the qualifications through recognition of prior learning, learnerships schemes or formal training.

The qualification at this level is foundational and generic, allowing maximum mobility between qualifications. Apart from the workplace needs the qualification will address, it is also designed as an entry-level qualification into most further education and training fields, because of the wide application of End User Computing in any environment. It will allow articulation into further qualifications in End User Computing or other IT qualifications, as well as entry into any other Further Education and Training where End User Computing is required.

Exit Level Outcomes

1. Demonstrate an understanding of applying Graphical User Interface (GUI)-based Word Processing Application skills in the Workplace.
2. Demonstrate an understanding of applying Graphical User Interface (GUI)-based Presentation Application skills in the Workplace.

3. Demonstrate an understanding of applying GUI-based Spreadsheet Application skills in the Workplace.
4. Demonstrate an understanding of applying GUI-based Electronic Mail Application skills in the Workplace.
5. Demonstrate an understanding of applying GUI-based Web Browser Application skills in the Workplace.
6. Improve Communication by combining communication skills with End User Computing skills.
7. Improve the application of mathematical literacy in the workplace, by better utilising End User Computing Applications.
8. Demonstrate an understanding of the use of Information Communications & Technology (ICT) in an organisation & the impact it has on societies.

Admission Requirements:

1. Communications NQF level 2
2. Mathematics NQF level 2

ASSOCIATED ASSESSMENT CRITERIA

- 1.**
The ability to apply word processing skills in a GUI-based application, is demonstrated by being able to do the following:
Create, edit and format documents
Enhance document appearance and to create merged documents
- 2.**
The ability to apply presentation skills in a GUI-based application, is demonstrated by being able to do the following:
Create and edit slide presentations
Produce a presentation for a specific purpose

Enhance the appearance of a presentation

- 3.**
The ability to apply spreadsheet skills in a GUI-based application, is demonstrated by being able to do the following:
Create and edit spreadsheets
Solve a given problem by using a spreadsheet
Enhance the functionality of a spreadsheet & apply graphs/charts
- 4.**
The ability to apply electronic mail (email) skills in a GUI-based application, is demonstrated by being able to do the following:
Send & receive E-mail messages
Enhance, edit & organise E-mail messages
- 5.**
The ability to apply Web Browser skills in a GUI-based application, is demonstrated by being able to use a web-browser to search and use information from the internet.
- 6.**
Improved Communication is demonstrated by combining End User Computing skills with fundamental communicating skills when communicating to others.
- 7.**
Demonstrate an improvement of mathematical literacy by utilising End User Computing applications to solve various aspects of personal life and in areas of business.
- 8.**
An understanding of impact of ICT and its use in an organisation is demonstrated by explaining its use and impact related to business and societies.

Integrated Assessment:

Development of the competencies may be achieved through a combination of formal and informal learning, self-learning, training programmes and work-based application.

Providers should conduct diagnostic and formative assessment. Formative, continuous and diagnostic assessments should also take place in the work place, if applicable. The learner should also be able to assess him or herself and determine readiness for a summative assessment against this qualification.

During integrated assessments the assessor should make use of formative and summative assessment methods and should assess combinations of practical, applied, foundational and reflexive competencies.

To ensure the principles of assessment of fairness, validity, reliability and practicability are upheld, a combination of the assessment methods of observation, product evaluation and questioning should be used, by applying the appropriate assessment tools (as described in the SAQA criteria and guidelines for assessment).

Unit Standard			
CORE MODULES	Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner	2	3
	Enhance, edit and organise electronic messages using a Graphical User Interface (GUI)-based messaging application	2	2
	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief	2	5
	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	2	4
	Use a Graphical User Interface (GUI)-based web-browser to search the Internet	2	4
	Use a Graphical User Interface (GUI)-based word processor to format documents	2	5
	Use electronic mail to send and receive messages	2	2
	Use a Graphical User Interface (GUI)-based database application to work with simple databases	3	3
	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance	3	5
	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	3	6
	Use a GUI-based word processor to create merged documents	3	3
	Use a GUI-based word processor to enhance a document through the use of tables and columns	3	3
	Demonstrate an understanding of the principles of the internet and the world-wide-web	4	3
	Use computer technology to research a computer topic	4	3
	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet	4	3

Unit Standard			
FUNDAMENTAL MODULES	Accommodate audience and context needs in oral communication	3	5
	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	3	2
	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organisation and a specific workplace	3	4
	Describe, apply, analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	3	4
	Investigate life and work related problems using data and probabilities	3	5
	Perform Basic Business Calculations	3	6
	Use language and communication in occupational learning programmes	3	5
	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	3	5
	Write texts for a range of communicative contexts	3	5
	Present information in report format	4	6
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