



CATALYST.AI



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SAQA ID

48573

DURATION

12 Months

CREDITS

147

MICT

SETA



National Certificate:

INFORMATION TECHNOLOGY: SYSTEMS SUPPORT NQF Level 5

A: 54 Wierda Road, St Andrews, Ground Floor, Wierda Valley, Sandton

Campus A: Block M, Central Park, 400 16th Rd, Randjespark, Midrand, 1685

PROGRAMME OVERVIEW

This qualification aims to develop skilled ICT professionals in the systems support career path, focusing on networking, IT support, and application maintenance.

ENTRY REQUIREMENTS

- Competency in English and Mathematics at NQF Level 4.
- Basic computer skills.
- Alternatively, access may be granted through Recognition of Prior Learning (RPL), considering learner work experience.

RECOMMENDED TARGET AUDIENCE

This qualification is designed for:

- Aspiring individuals who want to work in the field of networking and systems support.

OUTCOMES AND OBJECTIVES

Learners will acquire the ability to:

1. Use logical methodologies to troubleshoot hardware and software issues.
2. Understand technology's role in business.
3. Provide application support.
4. Support operating systems.
5. Support network infrastructure.
6. Identify business problems and apply IT solutions.
7. Write technical reports.
8. Deliver excellent customer service in IT support roles.
9. Participate effectively in change management processes.

CAREER OPPORTUNITIES

Upon completion, learners can pursue roles such as:

- Help Desk Analyst
- Systems Support Technician
- IT Support Specialist
- Network Support Technician

- Desktop Support Engineer,
- Junior IT Administrator

ARTICULATION OPTIONS

This qualification offers both horizontal and vertical articulation possibilities:

Vertical Articulation:

- Learners can progress to higher education qualifications in computer studies or computer science.

Horizontal Articulation:

- Provides access to further ICT qualifications and learnerships.