

SAQA ID

61591

DURATION

12 Months

CREDITS

130

MICT

SETA

National Certificate:

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

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

The qualification is designed to equip learners with essential End User Computing skills required in the workplace. Learners will acquire practical skills and knowledge in various End User Computing applications, improve communication and mathematical literacy in the workplace, and understand the role of ICT in organisations and society. This foundational qualification enables learners to enhance their workplace productivity and provides a path for further education and lifelong learning.

ENTRY REQUIREMENTS

- Competence in skills up to NQF Level 2 in the Further Education and Training (FET) band.
- Competence in End User Computing at NQF Level 1 is assumed.
- Alternatively, access may be granted through Recognition of Prior Learning (RPL), considering learner work experience.

RECOMMENDED TARGET AUDIENCE

This qualification is designed for:

- Individuals who require end user computing skills.

OUTCOMES AND OBJECTIVES

Learners will acquire the ability to:

1. Apply Word Processing software effectively to complete workplace tasks such as document creation, formatting, and editing.
2. Use Presentation software to design and deliver professional presentations in a business environment.
3. Apply Spreadsheet software to organize, analyse, and interpret data in a business setting.
4. Utilize Web Browser software to conduct research, access information, and navigate the internet in a business environment.
5. Integrate communication skills with End User Computing applications to improve workplace communication and productivity.
6. Apply End User Computing applications to enhance mathematical literacy and problem-solving

capabilities in the workplace.

7. Understand the role and impact of Information and Communication Technology (ICT) in organizations and society, and utilize this knowledge in business processes.

CAREER OPPORTUNITIES

Upon completion, learners can pursue roles such as:

- End User Support Specialist
- Office Administrator
- Data Entry Clerk
- Junior IT Support Technician

ARTICULATION OPTIONS

This qualification offers both horizontal and vertical articulation possibilities:

Vertical Articulation:

- This qualification allows for progression to higher-level qualifications in ICT and related fields, including:
 - NQF Level 4 qualifications in systems support and systems development.
 - NQF Level 5 qualifications, continuing along the pathway into more specialized ICT areas like network administration, programming, or database management.
- Learners may also progress into higher education levels within related fields, such as computer science or information systems, with an emphasis on acquiring more advanced technical and managerial competencies.

Horizontal Articulation:

- This qualification facilitates movement into a range of qualifications within the broader ICT sector, enabling learners to choose specializations or areas that align with their career interests. Possible options include:
- Further study in fields such as data analytics, cybersecurity, or software development.
- Articulation into other NQF Level 3 or 4 qualifications in fields such as office administration, project management, or business management, as End User Computing skills are transferable across multiple sectors.

