



# BCONSULT

Further Education Training Certificate  
**END USER COMPUTING**

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NQF Level 3 | SAQA ID 61591 | 130 Points | 12 Months

## End User Computing – NQF Level 3

### 1. Course Overview

The National Certificate in Information Technology: End User Computing (NQF Level 3) is designed to develop essential computing skills required across all sectors of the economy. This qualification empowers learners with the practical ability to confidently operate within a computerised work environment and respond effectively to the evolving demands of the digital economy.

It provides a foundational understanding of information technology concepts, promotes digital literacy, and develops the ability to apply end user computing tools for communication, data management, problem-solving, and productivity enhancement.

The qualification caters to both new entrants and current employees who require formal recognition of their computing competence. It also provides a pathway into more advanced IT qualifications and other further education and training opportunities.

### 2. Learning Outcomes

On completion of this programme, learners will be able to:

- Apply GUI-based word processing, spreadsheet, presentation, and web browsing applications effectively in the workplace.
- Use electronic mail and internet tools to communicate and access information efficiently.
- Combine end user computing skills with communication and mathematical literacy in a business context.
- Demonstrate an understanding of Information and Communication Technology (ICT) and its impact on organisations and society.
- Integrate computing applications to improve workplace efficiency and productivity.

### 3. A Qualified Learner Will Be Able To:

- Apply word processing skills to create, edit, and format documents and merged files.
- Develop and deliver effective digital presentations using GUI-based applications.
- Design, edit, and use spreadsheets for problem-solving and decision-making.
- Utilise electronic mail and internet tools to manage and communicate information.
- Demonstrate mathematical literacy through the application of computing tools in workplace scenarios.
- Understand and explain the role and influence of ICT in the business environment and its broader societal impact.

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### Entry Requirements

Learners are expected to have:

- Communication and mathematical literacy skills at **NQF Level 2**.
- Basic computer literacy and understanding of **End User Computing at NQF Level 1**.

Learners may gain access through **Recognition of Prior Learning (RPL)**, allowing those with relevant workplace experience or informal learning to be assessed for entry or credit recognition.

### 4. International Comparability

This qualification has been benchmarked against international frameworks and certifications, demonstrating alignment with global computing standards. It compares favourably with qualifications such as:

- **New Zealand NQF** and **Australian NQF** frameworks.
- **British NVQs** in IT User Skills.
- International certifications including **Microsoft Office User Specialist (MOUS)**, **ICDL/IC3**, and **NCC International Certificate in Computer Studies**.

The structure and outcomes are consistent with global best practices, ensuring that South African learners develop skills recognised in both local and international markets.

### 5. Occupational Trainer – NQF Level 4 Certification

This qualification serves as a foundational certification within the Information Technology learning pathway and aligns with the Occupational Trainer: NQF Level 3 framework. It provides a platform for progression into further IT or specialised computing qualifications at higher NQF levels.

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### 6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Office Administrator / Receptionist
- Data Capturer or Clerk
- Customer Service Agent
- Junior IT Support Technician
- Personal Assistant or Secretary
- Call Centre Operator
- Project Assistant
- Digital Office Coordinator

The competencies gained will enhance employability and provide foundational IT skills applicable in nearly every modern workplace.

### 7. Learning Options

This qualification may be completed through multiple learning pathways, including:

- **Full-time or part-time study** at an accredited training provider.
- **Blended learning** (classroom-based and online delivery).
- **Workplace-based learning or learnership programmes.**
- **Recognition of Prior Learning (RPL)** for experienced individuals seeking formal recognition.

Assessment includes a combination of formative and summative evaluations, integrating practical performance, applied knowledge, and reflective learning to ensure holistic competency.

#### Contact Details

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