BCONSULT

Occupational Certificate

COMPUTER TECHNICIAN

NQF Level 5 | SAQA ID 101408 | 282 Points | 12 Months

Occupational Certificate:

Computer Technician – NQF Level 5

SAQA ID: 101408 | **Credits**: 282 | **Duration**: 12-month | QCTO Learnership

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1. Course Overview

The Occupational Certificate: Computer Technician prepares learners to provide comprehensive technical support to computer users in a variety of settings. The qualification equips learners with the skills to install, configure, maintain, and troubleshoot computer hardware, software, peripherals, and networks, as well as to apply environmentally sustainable practices in the IT field. Learners will gain hands-on experience in diagnosing and resolving technical problems, implementing effective customer service, and maintaining organisational IT systems and services. This programme is designed to meet the growing demand for skilled computer support specialists across industries.

2. Learning Outcomes

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

- Apply sustainable computing practices, including green technologies, to minimise e-waste.
- Install and configure computer systems, operating systems, and peripheral devices according to specifications.
- Provide professional technical support and customer service in line with organisational standards.
- Analyse, troubleshoot, and resolve hardware and software problems to optimise system performance.
- Apply ethical, time management, and professional practices to maintain and support ICT systems.

3. A Qualified Learner Will Be Able To:

- Identify and implement sustainable solutions to manage e-waste and promote green computing.
- Set up and prepare computers for new users, ensuring compatibility and efficient system performance.
- Deliver effective support to users, addressing technical queries in person, via phone, or online.
- Upgrade, maintain, and optimise computer systems, networks, and peripheral equipment.
- Keep detailed records of technical activities, troubleshooting actions, and system performance evaluations.
- Uphold ethical standards, security protocols, and professional conduct when managing user data and organisational IT assets.

Entry Requirements

- An NQF Level 4 qualification or equivalent.
- Recognition of Prior Learning (RPL) may be applied for access to the qualification or assessment, subject to QCTO guidelines

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Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008
Durban: 28-32 Siphosethu Rd, Mt EdgeCombe, Kingfisher Office ParK

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4. International Comparability

This qualification compares favourably with international programmes:

- **England:** City & Guilds Level 3 Advanced Diploma in ICT Systems Support, which focuses on installing, configuring, and supporting ICT systems.
- **Australia:** Certificate IV in Computer Systems (UEE40111), which covers assembling, maintaining, and supporting computer systems and networks.
- **India:** Technical Support Executive (Voice and Non-Voice) qualifications at Level 5, focusing on customer service and IT problem resolution.

While some international qualifications include product-specific or energy-sector components, the South African qualification is broad-based and emphasises sustainability, ethical practices, and adaptable ICT support skills.

5. Occupational Trainer – NQF Level 5 Certification

This qualification is registered as an **Occupational Certificate at NQF Level 5** on the Occupational Qualifications Sub-Framework (OQSF). It provides a foundation for progression to higher-level ICT certifications, such as:

- Higher Certificate in Information Technology or Computer Technical Support (NQF Level 5).
- Advanced Certificate in Information Technology (NQF Level 6).

6. Potential Career Opportunities

Graduates of this programme can pursue roles such as:

- Computer Technician / IT Support Technician
- Desktop Support Specialist
- Helpdesk or Technical Support Officer
- System Administrator (entry-level)
- Computer Hardware or Software Installer
- Computer Database Assistant
- Network Support Technician
- Entrepreneur in computer repair, upgrades, and IT maintenance services.

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7. Learning Options

- **Full-time Learning:** Classroom-based instruction with practical workshops and simulated environments.
- **Part-time Learning:** Flexible scheduling for employed learners or those with other commitments.
- **Workplace-Based Learning:** Structured on-the-job experience under the supervision of qualified mentors.
- **Integrated Assessment:** Learners complete formative assessments throughout the course, culminating in an external integrated summative assessment conducted by a QCTO Assessment Quality Partner.

Contact Details

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