



# BCONSULT

Occupational Certificate

**COMPUTER TECHNICIAN**

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NQF Level 5 | SAQA ID 101408 | 282 Points | 18 Months

## Computer Technician – NQF Level 5

SAQA ID: 101408 | Credits: 282 | Duration: 18-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.

### KNOWLEDGE MODULES

Curriculum Code	Knowledge Modules	NQF Level	Credits
351201001- KM-01	Introduction to Data Communication and Networking	5	15
351201001-KM-02	Basics of Computer Architecture: Hardcore	5	30
351201001-KM-03	Basics of Computer Architecture: Software	5	30
351201001-KM-04	Basic Concepts of Sustainable Computer Environment and Green Technologies	4	10
351201001-KM-05	Social Media and Digital Literacy	4	5
351201001-KM-06	End User Computing	3	6

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351201001-KM-07	Business Communication and Customer Service	5	8
351201001-KM-08	Ready for Work Standards	4	5

### PRACTICAL SKILL MODULES

Curriculum Code	Practical Skills Modules	NQF Level	Credits
351201001-PM-01	Install Computer Software and Hardware	4	5
351201001-PM-02	Troubleshoot Computer and Network Faults	5	30
351201001-PM-03	Maintain Computer and Network Security	4	8
351201001-PM-04	Provide Support to End Users	5	30

### WORKPLACE MODULES

Curriculum Code	Workplace Modules	NQF Level	Credits
351201001-WM-01	Respond to user enquiries regarding fault	5	30
351201001-WM-02	Set up equipment for user, check operating system performance and ensure proper installation of cables and software	5	25
351201001-WM-03	Process of maintaining computer systems and peripherals	5	15
351201001-WM-04	Identify the potential green technologies process and procedures for cost effective application and create a sustainable computer environment to reduce e-waste	4	10
351201001-WM-05	Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities	4	20

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### 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

### 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.

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### 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.

### 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.

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### Contact Details

#### Email

sales@bconsult.co.za

info@bconsult.co.za

#### Phone

+27 31 536 8167

+27 87 222 7137

+27 31 536 8467

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