



BCONSULT

Further Education Training Certificate
TECHNICAL SUPPORT

NQF Level 4 | SAQA ID 78964 | 163 Points | 12 Months

Technical Support – NQF Level 4

SAQA ID: 78964 | Credits: 163 | Duration: 12-month | QCTO Learnership

1. Course Overview

The Further Education and Training Certificate in Information Technology: Technical Support (SAQA ID 78964, NQF Level 4) provides learners with the essential knowledge and practical skills required to operate effectively as entry-level Systems Support Technicians within the Information Technology (IT) industry. This qualification serves as a foundational entry point into the field of computer sciences and systems support, enabling learners to gain technical competence and workplace experience simultaneously through both formal study and learnerships.

Learners develop broad-based competencies in IT systems support, covering areas such as computer hardware, software, networking, and data communication, while also gaining essential communication, mathematical, and business skills. The qualification is designed to enhance employability and promote articulation into higher-level IT qualifications and related professional pathways.

2. Learning Outcomes

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

- Communicate effectively with IT staff and users of information systems.
- Demonstrate an understanding of different computer systems and the application of technology in business contexts.
- Apply problem-solving techniques to technical challenges within IT environments.
- Demonstrate foundational knowledge of computer technology principles, including hardware, software, and networking concepts.
- Safely select and use appropriate materials and equipment for technological purposes.
- Function effectively as part of a technical support team within an organisational environment.
- Execute supervised tasks demonstrating applied technical skills in specialised areas such as hardware support, network support, or infrastructure support.

3. A Qualified Learner Will Be Able To:

- Provide first-line technical support for computer users and systems.
- Install, configure, and maintain computer hardware and peripheral devices.
- Support local area networks and ensure network connectivity.
- Assist in troubleshooting and resolving hardware and software issues.
- Apply appropriate safety and operational standards in technical environments.
- Contribute effectively to team-based IT projects and support functions.
- Use interpersonal and communication skills to engage with clients, team members, and stakeholders.

Johannesburg: 32 Lucas Ln Bedfordview, Germiston, 2008

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Entry Requirements

Learners are assumed to have:

- Foundational communication and mathematical literacy skills at **NQF Level 3**.
- Basic computer literacy and the ability to operate a personal computer.
- Competence in the unit standard “Participate in formal meetings” (ID 14911, NQF Level 2).

Recognition of Prior Learning (RPL) is applicable. Learners with relevant workplace experience or informal training in IT may apply for formal recognition through a structured RPL process.

4. International Comparability

This qualification has been benchmarked against international frameworks, including the **New Zealand NQF, Australian NQF, and British NVQs**. It aligns closely with globally recognised certifications and programmes such as:

- City and Guilds Certificate and Diploma for IT Technicians
- NCC Education’s International Certificate and Diploma in Computer Studies
- CompTIA A+ and Network+ Certifications
- Microsoft Certified Systems Engineer (MCSE)

These comparisons confirm that the qualification meets international standards for entry-level IT technical support competencies.

5. Occupational Trainer – NQF Level 4 Certification

This qualification is registered at NQF Level 4 on the Occupational Qualifications Sub-framework (OQSF). It forms part of the foundational learning pathway toward the Occupational Certificate: Systems Support Technician (NQF Level 5).

Qualified facilitators and assessors delivering this programme should hold the Occupational Trainer Qualification or equivalent assessor credentials at a level higher than NQF 4.

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6. Potential Career Opportunities

Graduates of this qualification can pursue roles such as:

- Technical Support Technician
- Helpdesk Support Officer
- IT Systems Assistant
- Network Support Technician
- Hardware/Infrastructure Support Specialist
- Desktop Support Technician
- IT Field Service Technician

This qualification also serves as a stepping stone toward further specialisation in Systems Support, Network Administration, or Systems Development at higher NQF levels.

7. Learning Options

Learners can achieve this qualification through a range of flexible learning pathways, including:

- **Full-time study** at accredited training providers.
- **Part-time or distance learning** programmes.
- **Workplace-based learning** via registered learnerships.
- **Recognition of Prior Learning (RPL)** assessments for experienced IT practitioners.

Learning and assessment combine theoretical knowledge with applied practical experience, ensuring that graduates are job-ready and capable of contributing effectively to workplace IT operations.

Contact Details

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