



SAQA ID 48573
NATIONAL
CERTIFICATE

Information Technology System Support
NQF Level 5
147 Credits

Introduction & Course Curriculum

Introduction

The Systems Support qualification is designed to equip learners with the skills and knowledge necessary to provide technical support and assistance within the realm of information and communication technology (ICT) systems. This qualification focuses on developing competencies related to troubleshooting, problem-solving, and maintaining various ICT systems effectively. Learners will gain insights into network support, hardware and software support, customer interaction.

By completing this qualification, individuals will be well-prepared to contribute to the smooth operation and maintenance of ICT systems (PCs and networks).

Course Breakdown

- **Minimum Entry Requirements:** None
- **Language Policy:** English
- **NQF Level:** 5
 - **Credits:** 147
- **Delivery Mode:** Contact and Distance Learning
- **Duration:** 12 Months
- **SAQA ID:** #48573 (Learning Programme)

COURSE CURRICULUM

The certification comprises of a wide range of System Support concepts covered across two semesters:

SEMESTER 1

- ✓ Fundamentals of Networks
- ✓ Network Installation and Administration
- ✓ IT Support Services
- ✓ Computing Research

SEMESTER 2

- ✓ Server Technology
- ✓ Design Local Area Networks
- ✓ Business Information System
- ✓ Networking Troubleshooting