

Computer Systems & Hardware Support

1. Overview

The purpose of this programme is to provide participants with the knowledge and practical skills required to install, configure, maintain, and support computer systems and operating systems. The programme prepares participants to perform hardware support functions and troubleshoot computer components within an IT support environment.

2. Programme Outcomes

- Explain computer architecture and hardware components
- Describe different computer systems and hardware configurations
- Explain how data is stored and managed on computers
- Install operating systems and application software
- Apply electronic logic principles to computer hardware
- Configure and maintain computer systems
- Perform hardware troubleshooting and support

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0975

SAQA US:

14921, 14917, 14944, 14943, 14922

NQF Level:

4

Credits:

27

Entry Requirements:

NQF Level 4 qualification

Training Options:

Online - Each participant will receive access to an online portal, where all programme materials and resources are available. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Blended - Blended learning combines both online and face-to-face training. Participants receive access to an online portal for online content, resources, and self-paced activities. Alternatively, the learning material will be emailed to the participant. They also attend scheduled in-person contact sessions with a facilitator, either at the client's premises or providers campus. This approach offers the flexibility of online learning with the added support of guided, interactive sessions.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online, (1) Blended & (1) Face-to-face

**A choice of leveraged programmes for any person,
At any level, in any department, of any company, in any industry.**

3. Programme Content

- **(14921 US):** Describe the types of computer systems and associated hardware configurations
- **(14917 US):** Explain computer architecture concepts
- **(14944 US):** Explain how data is stored on computers
- **(14943 US):** Install system software and application software for a personal computer or hand-held computer
- **(14922 US):** Demonstrate knowledge of principles of electronic logic for computing

4. Topics

- Computer System Architecture
- Computer Hardware Components
- Data Storage Technologies
- Computer Memory and Processors
- Electronic Logic Principles
- Operating System Installation
- Software Installation and Configuration
- Hardware Configuration
- Preventative Maintenance
- Hardware Troubleshooting Techniques

5. Target Market

This programme is suitable for:

- IT Support Technicians
- Desktop Support Technicians
- Computer Technicians
- Help Desk Technicians
- Field Service Technicians
- Junior Systems Administrators
- Technical Support Staff
- School and College IT Support Personnel
- Individuals preparing for advanced IT support roles

We trust that the above is in order and look forward to hearing from you for Implementation

6. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

7. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

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