

End User Computing

1. Overview

This programme is designed to equip participants with essential digital literacy and practical computer skills required in modern workplaces. The programme provides a strong foundation in the use of common software applications and technologies used for communication, administration, data handling, and information management.

Participants will develop competence in core end-user applications such as word processing, spreadsheets, presentations, email, internet usage, file management, and computer operations.

The programme also introduces fundamental concepts of Information and Communication Technology (ICT), including basic troubleshooting, data security, and responsible use of digital resources.

The purpose of this programme is to provide participants with the practical and theoretical skills required to confidently use computer applications and digital tools within a workplace environment. The programme aims to improve productivity, communication, and administrative capabilities while preparing participants for entry-level administrative, clerical, and support roles.

2. Programme Outcomes

- Demonstrate proficiency in using MS Word for word processing tasks
- Develop proficiency in using MS PowerPoint for presentation tasks within the workplace context
- Show proficiency in using MS Excel for spreadsheet tasks within the workplace context
- Apply electronic mail (email) skills in a GUI-based application within the workplace context
- Analyse web browser skills in a GUI-based application within the workplace context
- Describe ICT concepts associated with end-user computing within the workplace context
- Assess the impact of Information and Communication Technology (ICT) and its usage within an organisation

Qualification:	Certificate of Completion and 1 Credit Bearing Module
Duration:	3-Months
Programme Type:	Category B – Workplace-Based Learning Programme
Programme ID:	PA0022
NQF Level:	5
Credits:	10
Contact Days:	Five online sessions conducted over a period of three months
Prerequisites:	Grade 12 Qualification or NQF Level 4 equivalent
Training Options:	Online / Facilitated Sessions: Please contact our Sales team to confirm the next available intake date for this programme.
Minimum Learner Required:	10 Participants

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

3. Programme Content

- Workshop 1: End User Computing
- Workshop 2: End User Computing
- Workshop 3: End User Computing
- Knowledge Check Assessments
- Short Project
- Simulation Activity

4. Topics

- ICT concepts associated with end-user computing
- MS Word for word processing
- MS PowerPoint for presentations
- MS Excel for spreadsheets
- Electronic mail (Email) skills
- Web browser and internet usage skills
- Data security and responsible digital resource usage
- Basic computer operations and troubleshooting

5. Assessments

- Knowledge Check Assessments
- Short Project
- Simulation Activity

6. Programme Schedule

Month	Activity	Time
Month 1	Programme Information Session and Mancosa Connect student Orientation	09:00 – 10:00
	End User Computing – Workshop 1	09:00 – 12:00
	Knowledge Check Activity 1 Due – (Mancosa Connect)	N/A
	Knowledge Check Activity 2 Due – (Mancosa Connect)	N/A
Month 2	Knowledge Check Activity 3 Due – (Mancosa Connect)	N/A
	Knowledge Check Activity 4 Due – (Mancosa Connect)	N/A
	All Knowledge Check Activities - Closes	N/A
	Project assessment due – (Mancosa Connect)	N/A
	End User Computing – Workshop	09:00 – 12:00
Month 3	End User Computing – Workshop 3	09:00 – 12:00
	Simulation Activity	09:00 – 12:00

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

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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