

OCCUPATIONAL CERTIFICATE

Computer Technician

Level 5 | SAQA ID – 101408



Edge Training is a proudly Level 1 B-BBEE accredited skills training provider with a national footprint and full accreditation with QCTO and SETA partners. We remain aligned with evolving QCTO regulations, ensuring that skills development in South Africa continues to meet national standards. Our commitment to compliance, excellence and quality assurance reinforces our role in strengthening the national framework and contributing meaningfully to the advancement and sustainability of skills development training.

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Qualification Information

Occupational Certificate: Computer Technician

Level 5

SAQA ID – 101408

282 Credits

Entry Requirements:

- NQF level 4

Occupational Purpose:

Provides technical assistance to users, including diagnosing and resolving issues and problems with software, hardware, computer peripheral equipment, networks, databases, systems and the internet

Computer technicians provide assistance to computer users by answering questions, resolving technical problems and maintaining a company's network, software and computer equipment. They are also called desktop support technicians or computer support specialists.

Support can be provided in person, over the phone or online. They address issues ranging from network systems to individual desktop computers.

Computer technicians can work for computer software or hardware companies, assisting customers with products. More generally, computer technicians can work in a company's IT department, providing computer support to company employees. These technicians are responsible for maintaining the company's computer services (network and equipment). Their duties can include troubleshooting to detect and solve technical problems, installing or updating required hardware and software. They can also recommend computer products or equipment to improve company productivity.

Qualification Information

Occupational Certificate: Computer Technician

Occupational Tasks:

- Identify the potential green technologies, processes and procedures to create a sustainable computer environment to reduce e-waste in an organisation.
- Set up desktop/laptop for a new user according to software compatibility by installing operating systems and peripheral equipment according to given specifications.
- Communicate effectively using appropriate methods to maintain effective customer relationships according to organisational standards.
- Analyse and resolve hardware/software problems such as operational discrepancies to optimise performance of the desktop/laptop systems.
- Apply knowledge of principles and practices in order to identify and solve problems arising in the course of their work.

Qualification Information

Purpose of the Knowledge Modules:

The knowledge acquired will enable learners to demonstrate an understanding of:

(KM-01):

- Introduction to Data Communication and Networking

(KM-02):

- Basics of Computer Architecture: Hardware

(KM-03):

- Basics of Computer Architecture: Software

(KM-04):

- Basic Concepts of Sustainable Computer Environment and Green Technologies

(KM-05):

- Social Media and Digital Literacy

(KM-06):

- End User Computing

(KM-07):

- Business communication and customer services

(KM-08):

- Ready for work standards

Qualification Information

Purpose of the Practical Modules:

The focus of the learning in the practical modules is on providing the learner an opportunity to:

(PM-01):

- Install computer software and hardware

(PM-02):

- Troubleshoot computer and network faults

(PM-03):

- Maintain computer and network security

(PM-04):

- Provide support to end Users

Purpose of the Workplace Modules:

The focus of the work experience module is on providing the learner an opportunity to:

(WM-01):

- Respond to user enquiries regarding fault request

(WM-02):

- Set up equipment for users, check operating system performance and ensure proper installation of cables and software

(WM-03):

- Process of maintaining computer systems and peripherals

(WM-04):

- Identify the potential green technologies process and procedures for cost effective application and create a sustainable computer environment to reduce e-waste

Edge Training Will Provide

- Full project management of qualification
- Registration of the qualification with the relevant SETA
- Enrolment of the learner with QCTO for the qualification
- Facilitation by a Subject Matter Expert
- Venue suitable for the number of delegates
- Course material
- Monthly progress reports via the Edge Client Portal
- Booking of final exam (EISA) with the relevant SETA
- Certificates of Attendance

Qualification Structure

Computer Technician | Total Credits: 282

	Knowledge Modules	Level	Credits
KM01	Introduction to data communication and networking	5	15
KM02	Basic of computer architecture:hardware	5	30
KM03	Basic of computer architecture:software	5	30
KM04	Basic concepts of sustainable computer environment and green technologies	4	10
KM05	Social Media and Digital Literacy	4	5
KM06	End User computing	3	6
KM07	Business communication and customer services	5	8
KM08	Ready for work standards	4	5

Knowledge Modules | Total Credits: 109

	Practical Modules	Level	Credits
PM01	Install computer software and hardware	4	5
PM02	Troubleshoot computer and network faults	5	30
PM03	Maintain computer and network security	4	8
PM04	Provide support to end Users	5	30

Practical Modules | Total Credits:73

	Workplace Modules	Level	Credits
WM01	Respond to user enquiries regarding fault request	5	30
WM02	Set up equipment for users, check operating system performance and ensure proper installation of cables and software	5	25
WM03	Process of maintaining computer systems and peripherals	5	15
WM04	Identify the potential green technologies process and procedures for cost effective application and create a sustainable computer environment to reduce e-waste	4	10
WM05	Maintain records of daily data communication transactions, problems and remedial actions taken, or installation activities	4	20

Work Experience Modules | Total Credits: 100

Additional Information

Alternative titles used by the industry:

- Application Support Specialist
- Call Centre Agent
- Computer Technician
- Customer Support Engineer
- Desktop Support Engineer
- desktop Support Technician
- Helpdesk Technician
- Information Technology (IT) Support Specialist
- Support Engineer, Information Technology

Get in Touch

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We are a fully accredited training provider with BEE Level 1 certification and SSETA Accreditation #1135. Our VAT number is 4640189041, and we are registered under the number 2017 / 349079 / 07.