

FACT SHEET – IT SYSTEMS SUPPORT – NQF LEVEL 5 – SAQA ID - 48573

National Certificate: Information Technology: Systems Support NQF Level 5 SAQA 48573			
Period		ID	Unit standard title
Session 1	Core	114054	Administer a local area computer network
	Core	114074	Demonstrate an understanding of different computer network architectures and standards
	Fundamental	114076	Use computer technology to research a computer topic
	Fundamental	8252	Writing business reports in Retail/Wholesale practices
	Elective	114062	Assemble a server computer and peripherals from modules
Session 2	Core	114046	Demonstrate an understanding of issues affecting the management of a local area computer network (LAN)
	Core	114060	Demonstrate an understanding of local area computer networks, by installing a networked workstation
	Fundamental	10135	Work as a project team member
	Elective	114048	Create database access for a computer application using structured query language
Session 3	Core	114058	Demonstrate an understanding of the concepts of Multi-User computer Operating systems
	Core	114061	Demonstrate an understanding of Wide Area Computer Networks (WAN's), comparing them with Local Area Networks (LAN's)
	Fundamental	114183	Apply the principles of resolving problems for single-user and multi-user computer operating systems
	Elective	114049	Demonstrate an understanding of Computer Database Management Systems
Session 4	Core	114052	Demonstrate appropriate customer care in the context of IT support, according to a Service Level Agreement
	Core	114056	Describe enterprise systems management and its role in IT systems support

	Fundamental	114051	Conduct a technical practitioners meeting
	Elective	114063	Install a server computer and peripherals
Session 5	Core	114075	Design a local area computer network for a departmental office environment
	Core	114072	Install and commission a local area computer network
	Fundamental	114055	Demonstrate an awareness of ethics and professionalism for the computer industry in South Africa
	Elective	114064	Install and commission multi-user application software for a server computer
Session 6	Core	114047	Install and configure a multi-user networked operating system
	Core	114053	Monitor and maintain a multi-user networked operating system
	Fundamental	114059	Demonstrate an understanding of estimating a unit of work and the implications of late delivery
Session 7	Core	114066	Test Networked IT systems against given specifications
	Fundamental	114050	Explain the principles of business and the role of information technology