

FACT SHEET - TECHNICAL SUPPORT NQF LEVEL 4 SAQA 78964

Further Education and Training: Information Technology: Technical Support NQF Level 4 SAQA 78964			
Period		ID	Unit standard title
Session 1	Core	114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment
	Core	14913	Explain the principles of computer networks
	Fundamental	119472	Accommodate audience and context needs in oral/signed communication
	Fundamental	119457	Interpret and use information from texts
	Elective	14928	Demonstrate knowledge of basic concepts of telecommunications
Session 2	Core	14927	Apply problem solving strategies
	Core	10313	Comply with service levels as set out in a Contact Centre Operation
	Fundamental	119467	Use language and communication in occupational learning programmes
	Fundamental	119465	Write/present/sign texts for a range of communicative contexts
	Elective	14947	Describe data communications
Session 3	Core	14908	Demonstrate an understanding of testing IT systems against given specifications
	Core	14926	Describe information systems departments in business organisations
	Fundamental	12154	Apply comprehension skills to engage oral texts in a business environment
	Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
	Elective	14932	Describe Synchronous/ Asynchronous Communication with computers

Session 4	Core	14921	Describe the types of computer systems and associated hardware configurations
	Core	14917	Explain computer architecture concepts
	Fundamental	119462	Engage in sustained oral/signing communication and evaluate spoken/signing texts
	Fundamental	119469	Read/view, analyse and respond to a variety of texts
	Elective	14937	Apply the principles of supporting users of local area networks
Session 5	Core	14944	Explain how data is stored on computers
	Core	252210	Handle a range of customer complaints
	Fundamental	9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
	Elective	14939	Assemble a personal computer or handheld computer and peripherals from modules
Session 6	Core	14963	Investigate the use of computer technology in an organisation
	Core	14920	Participate in groups and/or teams to recommend solutions to problems
	Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues
	Elective	14942	Demonstrate an understanding of computer network communication
Session 7	Core	14919	Resolve computer user`s problems
	Core	14938	Resolve technical computer problems
	Fundamental	119459	Write/present/sign for a wide range of contexts
	Elective	14934	Demonstrate an understanding of hardware components for personal computers or handheld computers