

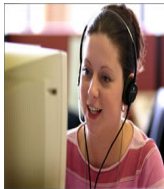
CONTACT CENTRE OPERATION (17 credits)

SAQA ID 10313; 14926; 10025

170 Notional hours

Specific Outcomes:

- ◆ Comply with service levels as set out in a Contact Centre Operation
- ◆ Describe information systems departments in business organisations
- ◆ Handle a range of customer complaints



SPECIALISATION FIELDS:

HARDWARE AND INFRASTRUCTURE SUPPORT FOR OFFICE PRODUCTS

(27 credits)

SAQA ID 14922; 14936; 14946; 14952; 14945;
14941; 14948

270 Notional Hours

Specific Outcomes:

- ◆ Demonstrate knowledge of principles of electronic logic for computing
- ◆ Describe and install scanning systems
- ◆ Describe and install photocopier machines
- ◆ Describe and install a facsimile machine.
- ◆ Describe and install computer printers.
- ◆ Describe and install colour copiers/printers
- ◆ Describe and install high-volume photocopier machines.



DATA COMMUNICATIONS & NETWORKING SUPPORT (22 Credits)

SAQA ID 14931; 14953; 14937

220 Notional Hours

Specific Outcomes:

- ◆ Install networked computer application software
- ◆ Install a Local Area Network
- ◆ Apply the Principles of Supporting Users of a Local Area Network



COLLEGE OF KUILSRIVER

“We take your hand, open your mind and touch your heart”

**“I hear, I know.
I see, I remember.
I do, I understand.”
- Anon.**



We welcome any queries or questions you may have.

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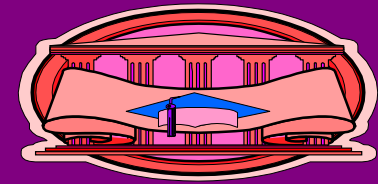
FULLY ACCREDITED PRIVATE FURTHER
EDUCATION AND TRAINING PROVIDER

“FUNDA UKUKHOKHELA”

ISETT SETA ACCREDITATION ACC/2007/01/221
DEPARTMENT OF EDUCATION REG. 2007/FE07/021

REG 2007/001673/07 VAT REG.: 4820228999

COLLEGE OF KUILSRIVER



“Learn To Lead”

isett seta
COMMITTED TO SKILLS DEVELOPMENT IN THE ICT SECTOR
ACC/2007/01/221

**NATIONAL CERTIFICATE (SAQA ID: 24293)
INFORMATION TECHNOLOGY:
TECHNICAL SUPPORT (NQF LEVEL 4)**

- ◆ MATHEMATICAL LITERACY
- ◆ BUSINESS COMMUNICATION
- ◆ COMPUTER ARCHITECTURE
- ◆ COMPUTER NETWORKS
- ◆ CONTACT CENTRE OPERATIONS
- ◆ HARDWARE AND INFRASTRUCTURE SUPPORT FOR OFFICE PRODUCTS
- ◆ DATA COMMUNICATIONS & NETWORKING SUPPORT

PAYMENT ARRANGEMENT APPLICATION
AVAILABLE

**COST: ADMISSION R780 EX VAT
FULL QUALIFICATION: R15500 EX VAT
EXCLUDES: LEARNING MATERIAL**

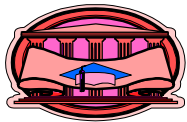
COLLEGE OF KUILSRIVER



College of Kuilsriver

Is positioning itself to be at the centre of adequately taking care of educational excellence.

Our focus is on providing a highly distinctive set of complimentary courses based on highest quality; in terms of objectivity, accuracy, relevance, comprehensiveness, reliability and presentation.



Vision Statement

Built On five Pillars:

Pillar 1 - Expand minds through empowerment

Pillar 2 - Uplift values and attitudes

Pillar 3 - Grow into the future through development

Pillar 4 - Learn to lead by being professional

Pillar 5 - Contribute towards social responsibility

Mission Statement

To uplift our community to its fullest potential, by contributing towards the distinctive academic needs of our society.

We seek to equip our leaders of today and tomorrow with the knowledge and skills to empower themselves.

NATIONAL CERTIFICATE: INFORMATION TECHNOLOGY TECHNICAL SUPPORT (NQF LEVEL 4) CURRICULUM

OVERALL PURPOSE of this qualification is:

- ◆ Build a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Systems Support, covering basic knowledge needed for further study in the field of Systems Support at Higher Education Levels.
- ◆ Provide learners with an entry level for further study in Information Technology and related fields, as well as for initial employment in the computer industry.
- ◆ Provide a foundational qualification for people who are pursuing a career in the computer industry, or related fields.

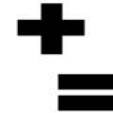
MATHEMATICAL LITERACY (16 credits)

SAQA ID 9015; 9016; 7468

160 Notional hours

Specific Outcomes:

- ◆ Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems
- ◆ Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts
- ◆ Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues



BUSINESS COMMUNICATION (57 credits)

SAQA ID 9302; 8968; 9303; 8969; 8973; 8970; 12154; 12155; 14927; 8974; 14920; 8975; 8976

570 Notional hours

Specific Outcomes:

- ◆ Access information in order to respond to client enquiries in a financial services environment
- ◆ Accommodate audience and context needs in oral communication
- ◆ Communicate verbally with clients in a financial environment
- ◆ Interpret and use information from texts



- ◆ Use language and communication in occupational learning programmes
- ◆ Write texts for a range of communicative contexts
- ◆ Apply comprehension skills to engage oral texts in a business environment
- ◆ Apply comprehension skills to engage written texts in a business environment
- ◆ Apply problem solving strategies
- ◆ Engage in sustained oral communication and evaluate spoken texts
- ◆ Participate in groups and/or teams to recommend solutions to problems
- ◆ Read analyse and respond to a variety of texts
- ◆ Write for a wide range of contexts

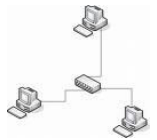
COMPUTER NETWORKS (5 credits)

SAQA ID 14913

50 Notional Hours

Specific Outcomes:

- ◆ Explain the principles of computer networks



COMPUTER ARCHITECTURE (48 credits)

SAQA ID 114636; 14908; 14963; 14921; 14917; 14944; 14919; 149138

480 Notional hours

Specific Outcomes:

- ◆ Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment
- ◆ Demonstrate an understanding of testing IT systems against given specifications
- ◆ Investigate the use of computer technology in an organization
- ◆ Describe the types of computer systems and associated hardware configurations
- ◆ Explain computer architecture concepts
- ◆ Explain how data is stored on computers
- ◆ Resolve computer user's problems

