



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

This qualification is to 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 System Support at Higher Education Levels.

The purpose of this qualification is to provide delegates with a foundational entry into the field of Computer Sciences and Information Technology, specifically into the field of Systems Development, covering basic knowledge needed for further study in the field of Systems Development at Higher Education Levels.

Target Audience

Systems development is intended for delegates already employed wishing to formalise their skills or anyone wishing to qualify as entry-level Systems developers and / or Computer Programmers.

Delegates with this qualification have an introductory level of understanding about computer industry concepts and/or can work in areas of Information Technology with little technical complexity, for example entry-level computer programming, as junior project team member.

Learning Outcomes

On completion of this qualification, the delegate should be able to:

- Communicate effectively with fellow IT staff & users of information systems.
- Demonstrate an understanding of different types of computer systems and the use of computer technology in business.
- Demonstrate an understanding of problem-solving techniques, and how to apply them in a technical environment.
- Demonstrate an understanding of Computer Technology Principles.
- Demonstrate an understanding of Computer Programming Principles.
- Work effectively as a team member within a development project environment.
- Carry out, under supervision, a small size task to demonstrate an understanding of the knowledge, techniques & skills needed to understand

Information Technology

FETC: IT Systems Development

MICTSETA Certification

SAQA ID:	78965
NQF Level:	4
Credits:	167

Course Delivery & Assessment

We use a blend of classroom-based interactive learning, workplace learning, On-the-job coaching & mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend lectures and complete practical workplace experiential learning for the remaining months.
- Demonstrate theoretical and practical understanding of programme content through assignment submissions and practical observations while at work.
- Participate in and contribute to group discussions, practical work and activities.
- Do individual self-study activities, including reading, quizzes, practise tests and test preparation for class
- Complete all exercises, assignments and assessments as required.
- Be declared competent by allocated Assessors, Moderators and SETA Verifiers to obtain a SETA certificate.

Entry Requirements

You will require:

- Ability to use a personal computer competently
- Competence in the unit standard, "Participate in formal meetings", NQF Level 2 (ID 14911).
- Competent in Communication (English) at NQF L3
- Competent in Mathematical Literacy at NQF L3

Workplace Requirements

You will need:

- Access to software development and/ or a programming environment and relevant applications
- Access to the Internet
- An allocated Workplace Mentor / Supervisor





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Course Content

FETC: Information Technology - Systems Development
Accreditation Body: MICTSETA

SAQA ID: 78965 | **Learning Programme ID: N/A**
NQF Level: 4 | **Credits : 167**

Module 1: Information Technology and Associated Hardware

Configurations

- Describe the types of computer systems and associated hardware configurations
- Explain computer architecture concepts
- Explain how data is stored on computers
- Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment
- Explain the principles of computer networks

Module 2: Apply Problem Solving Strategies & Demonstrate

Knowledge of Computer Principles

- Apply problem solving strategies
- Participate in groups and/or teams to recommend solutions to problems
- Resolve technical computer problems
- Resolve computer user's problems
- Demonstrate an understanding of testing IT Systems against given specifications

Module 3: Handle and Comply With Customer Queries

- Handle a range of customer complaints
- Describe information systems departments in business organisations
- Comply with service levels as set out in a contact centre operation
- Supervise customer service standards

Module 4: Specialization: Computer Programming

- Describe the principles of Computer Programming
- Apply the principles of Computer Programming
- Demonstrate an understanding of creating multimedia/web-based computer applications with scripting
- Demonstrate an understanding of information systems analysis
- Demonstrate an understanding of the principles of developing software for the internet
- Describe the difference between programming in Object Orientated and Procedural Languages
- Design a computer program according to given specifications

Module 5 & 6: Communication and Numeracy Skills

- Fundamental Communication and Mathematics to be acquired by using Credit Allocation Transfer based on Entry Level Criteria - 56 Credits

Our Accredited Organisations



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