

# Johannesburg Polytechnic-*Imagine the Possibilities!*



**Education:** "...that which reveals to the wise, and conceals from the stupid, The vast limits of their knowledge." **Mark Twain**

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CIPC REG: 2012/171502/07 | MICT SETA ACCREDITATION NO: ACC/2013/07/932

## How Much?

### Monthly Installments:

Deposit: R 850.00  
Installments: R350 x 6 Monthly Installments  
Total: R 2950.00

### Course Delivery:

Face to Face  
Online\* ([www.polytechnic.co.za/elearn](http://www.polytechnic.co.za/elearn))  
\*Students will be required to come to campus once a month to undertake Summative Assessments

Master Skill Manuals: R450x 8= R3600.00  
Assessment: Portfolio of Evidence (POE)

## National Certificate: Information Technology: End User Computing: NQF Level 3

SAQA ID: 61591  
136 credits  
(1360 notional hours)

Facilitator: Joseph K Kamau  
Assessor: Teboho Khanye  
Moderator: Bvumayi Paswavairi



**mictseta**

Accreditation no: ACC/2013/07/932

Media, Information and Communication Technologies  
Sector Education and Training Authority

Accelerating quality skills towards an information savvy society



# National Certificate: Information Technology

## –End User Computing NQF Level 3

### Purpose of this Qualification

The purpose of the qualification is to build the knowledge and skills required by learners in End User Computing. It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently in the End User Computing environment in the South African community and to respond to the challenges of the economic environment.

The qualification addresses the need in the workplace for nationally recognized qualifications, based on unit standards, which will allow learners with workplace experience in End User Computing to obtain recognition for prior learning.

The qualification provides a framework for learners to develop skills that will enable them to become competent in End User Computing. It introduces theoretical concepts of End User Computing and requires the application thereof, to develop a range of skills that will enable learners to be better-informed workers in their chosen industry. It provides a balanced learning experience that lays the foundation for access to further education, lifelong learning and to productive employment.

A qualifying learner will be able to:

- ✓ Competently apply the knowledge, techniques & skills of End User Computing applications in the workplace.
- ✓ Understand the impact and use Information Communication & Technology (ICT) in an organization and society.
- ✓ Improve Communication by combining communication skills with End User Computing skills.
- ✓ Improve the application of mathematical literacy in the workplace, by better utilizing applicable End-User Computing Applications

The National Certificate in IT: End User Computing at NQF Level 3, is intended for learners already employed or new learners entering the workplace, requiring End User Computing skills. The unit standards of this qualification may be added to other industry qualifications to provide an End User Computing focus with comparison, choice, interpretation and the application of knowledge.

### Rationale of the qualification

The National Certificate in IT: End User Computing - NQF Level 3, is designed to meet the needs of learners who require end user computing skills in all sectors of the economy, as End User Computing is an essential skill in any business today. The qualification is designed to accommodate both learners in Formal education and learners already employed. It aims to develop informed and skilled learners that can apply the acquired skills in any industry and should contribute towards improved productivity and Efficiency in the workplace.

The need for the qualification was highlighted by an IT sector study that was done and confirmed by ISETT SETA. The design of the qualification is unit standard based, to allow learners to qualify for a national qualification by accumulating the required credits via short learning programmes or workplace practical experience or both. It also allows learners to achieve the qualifications through recognition of prior learning, learnerships schemes or formal training. The qualification at this level is foundational and generic, allowing maximum mobility between qualifications. Apart from the workplace needs the qualification will address, it is also designed as an entry-level qualification into most further education and training fields, because of the wide application of End User Computing in any environment. It will allow articulation into further qualifications in End User Computing or other IT qualifications, as well as entry into any other Further Education and Training where End User Computing is required. The purpose of the qualification is to build the knowledge and skills required by learners in End User Computing.

It is intended to empower learners to acquire knowledge, skills, attitudes and values required to operate confidently in the End User Computing environment in the South African community and to respond to the challenges of the economic environment. The National Certificate in IT: End User Computing at NQF Level 3, is intended for learners already employed or new learners entering the workplace, requiring End User Computing skills. The unit standards of this qualification may be added to other industry qualifications to provide an End User Computing focus with comparison, choice, interpretation and the application of knowledge.

### Career Focus

- ✓ Secretary
- ✓ Project Administrator
- ✓ Data Capturer
- ✓ Office Administrator
- ✓ Any Administrative Job in an IT or Business Environment

Accredited by: MICT Seta

### Course Pre-Requisites:

Learner must have skills gained at the further education and training band up to NQF level 2.



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### Completion Time:

6months: Theory 6 months practical

### Articulation Options:

The qualification at this level is foundational and generic, allowing maximum mobility between qualifications. Apart from the workplace needs the qualification will address, it is also designed as an entry-level qualification into most further education and training fields, because of the wide application of End User Computing in any environment.

### Assessment of Programme:

Assessment is conducted as both Formative Assessment & Summative Assessment. The Formative Assessment is covered as Continuous Assessment Test and compilation of a Portfolio of evidence by the learner. The Summative Assessment takes place as a National Summative exam for 1st & 2nd Semester. It is compulsory for all learners to complete WIL for completion of the programme.

### Course Structure

- ✓ Learning Unit 1: Using ICT in the Organization
- ✓ Learning Unit 2: Using Microsoft Office Word
- ✓ Learning Unit 3: Communication
- ✓ Learning Unit 4: Mathematical Literacy
- ✓ Learning Unit 5: Using a Web Browser
- ✓ Learning Unit 6: Using Microsoft Office PowerPoint
- ✓ Learning Unit 7: Using Microsoft Office Excel
- ✓ Learning Unit 8: Using Microsoft Office Outlook
- ✓ Learning Unit 9: Using Microsoft Office Access

### Total Credits:

136

### Learning Outcomes:

- ✓ Demonstrate an understanding of applying Graphical User Interface (GUI)-based Word Processing Application skills in the Workplace.
- ✓ Demonstrate an understanding of applying Graphical User Interface (GUI)-based Presentation Application skills in the Workplace.
- ✓ Demonstrate an understanding of applying GUI-based Spreadsheet Application skills in the Workplace.
- ✓ Demonstrate an understanding of applying GUI-based Electronic Mail Application skills in the Workplace.
- ✓ Demonstrate an understanding of applying GUI-based Web Browser Application skills in the Workplace.
- ✓ Improve Communication by combining communication skills with End User Computing skills.
- ✓ Improve the application of mathematical literacy in the workplace, by better utilizing End User Computing Applications.
- ✓ Demonstrate an understanding of the use of Information Communications & Technology (ICT) in an organization & the impact it has on societies.

In addition to the above, unit standards will be utilized to provide depth of specification of the outcomes ranges and the assessment criteria and processes.

### Exit Level Outcome 8:

Demonstrate an understanding of the use of Information Communications & Technology (ICT) in an organization & the impact it has on societies.

### LEARNING UNIT 1: USING ICT IN THE ORGANIZATION

#### Associated Unit Standards:

Code	Learning Description	Credits	NQF Level	Type
14913	Explain the principles of computer networks	5	Level 3	Core
14917	Explain computer architecture concepts	7	Level 4	Core
14947	Describe data communications	4	Level 3	Elective
114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	6	Level 3	Core
117925	Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner	3	Level 2	Core
117928	Describe the application and effect of Information and Communication Technologies (ICT) on society	5	Level 4	Core

Total Credits 30

### Documentation:

NQF95-010LG

Contact Hours: 40



# National Certificate: Information Technology –End User Computing NQF Level 3

## Exit Level Outcome 1:

Demonstrate an understanding of applying Graphical User Interface (GUI)-based Word Processing.

### Learning Unit 2: USING MICROSOFT OFFICE WORD

#### Associated Unit Standards:

Code	Learning Description	Credits	NQF Level	Type
117924	Use a Graphical User Interface (GUI)-based word processor to format documents	5	Level 2	Core
119078	Use a GUI-based word processor to enhance a document through the use of tables and columns	5	Level 3	Core
116942	Use a GUI-based word processor to create merged documents	3	Level 3	Core
<b>Total Credits</b>		<b>13</b>		

Documentation: NQF95-123LG Contact Hours: 24

NQF95-122LG Contact Hours: 14

## Exit Level Outcome 6:

Improve Communication by combining communication skills with End User Computing skills.

### LEARNING UNIT 3: COMMUNICATION

#### Associated Unit Standards:

Code	Learning Description	Credits	NQF	Type
8968	Accommodate audience and context needs in oral communication	5	Level 3	Core
8970	Write texts for a range of communicative contexts	5	Level 3	Core
8973	Use language and communication in occupational learning	5	Level 3	Core
110023	Present information in report format	6	Level 4	Core
13915	Demonstrate knowledge and understanding of HIV/AIDS in a workplace, and its effects on a business sub-sector, own organization and a specific workplace	4	Level 3	Core
<b>Total Credits</b>		<b>25</b>		

#### Documentation:

NQF95-009LG

Contact Hours: 70

#### HIV Component

SAQA ID: 13915: Contact Hours: 10

## Exit Level Outcome 7:

Improve the application of mathematical literacy in the workplace, by better utilizing End User Computing Applications.

### LEARNING UNIT 4: MATHEMATICAL LITERACY

#### Associated Unit Standards:

Code	Learning Description	Credits	NQF Level	Type
7456	Use mathematics to investigate and monitor the financial aspects of personal, business and national issues	5	Level 3	Core
9010	Demonstrate an understanding of the use of different number bases and measurement units and an awareness of error in the context of relevant calculations	2	Level 3	Core
9012	Investigate life and work related problems using data and probabilities	5	Level 3	Core
9013	Describe, apply, analyze and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	Level 3	Core
11241	Perform Basic Business Calculations	6	Level 3	Core
<b>Total Credits</b>		<b>22</b>		

Documentation: NQF95-001LG

Contact Hours: 66



# National Certificate: Information Technology

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### Exit Level Outcome 5:

Demonstrate an understanding of applying GUI-based Web Browser Application skills in the Workplace.

### LEARNING UNIT 5: USING A WEB BROWSER

Associated Unit Standards:

Code	Learning Description	Credits	NQF Level	Type
114076	Use computer technology to research a computer topic	3	Level 4	Core
115391	Demonstrate an understanding of the principles of the internet and the world-wide-web	3	Level 4	Core
116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet	4	Level 2	Core
<b>Total Credits</b>	<b>10</b>			

Documentation: NQF95-007LG

Contact Hours: 14

### Exit Level Outcome 2:

Demonstrate an understanding of applying Graphical User Interface (GUI)-based Presentation Application skills in the Workplace.

### LEARNING UNIT 6: USING MICROSOFT OFFICE POWERPOINT

Associated Unit Standards:

Code	Learning Description	Credits	NQF Level	Type
117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief	5	Level 2	Core
116930	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance	5	Level 3	Core
<b>Total Credits</b>	<b>10</b>			

Documentation:

NQF95-125LG

Contact Hours: 20

### Exit Level Outcome 2:

Demonstrate an understanding of applying GUI-based Spreadsheet Application skills in the Workplace.

### LEARNING UNIT 7: USING MICROSOFT OFFICE EXCEL

Associated Unit Standards:

Code	Learning Description	Credits	NQF Level	Type
116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	4	Level 2	Core
116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	6	Level 3	Core
116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph /charts to a spreadsheet	3	Level 4	Core
<b>Total Credits</b>	<b>13</b>			

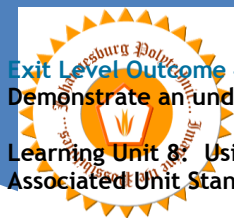
Documentation:

NQF95-120LG

Contact Hours: 20

NQF95-121LG

Contact Hours: 8



# National Certificate: Information Technology

Exit Level Outcome 4:

Demonstrate an understanding of learning (Learning Outcomes) and apply the Application skills in the Workplace.

## End User Computing NQF Level 3

Learning Unit 8: Using Microsoft Office Outlook

Associated Unit Standards:

Code	Learning Description	Credits	NQF Level	Type
116935	Enhance, edit and organize electronic messages using a Graphical User Interface (GUI)-based messaging application	2	Level 2	Core
116945	Use electronic mail to send and receive messages	2	Level 2	Core
Total Credits		4		

Documentation: NQF95-124LG Contact Hours: 14

Additional Learning Unit:

LEARNING UNIT 9: USING MICROSOFT OFFICE ACCESS

Associated Unit Standards:

Code	Learning Description	Credits	NQF Level	Type
116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases	3	Level 3	Core
117927	Use a Graphical User Interface (GUI)-based database application to solve a given problem	6	Level 4	Core
Total Credits		9		

Documentation: NQF95-126LG Contact Hours: 20

Facilitator Role

The facilitator will:

- ✓ Inform the learner about the qualification's or unit standard's requirements
- ✓ Train and help the learner to make sure they are ready to be assessed
- ✓ Support and guide the learner in the collection of evidence
- ✓ Help the learner plan for the assessment

Assessor Role

The OBET system differs fundamentally from previous knowledge and inputs-based systems in the sense that the learner, not the content or the curriculum, is at the centre of the learning.

Therefore, the role of the assessor (in terms of the learner) is to:

- ✓ Inform the learner about the qualification's or unit standard's requirements
- ✓ Support and guide the learner in the collection of evidence
- ✓ Help the learner plan for the assessment

Criteria and Guidelines for Assessment of NQF Registered Unit standards and Qualification

- Inform the learner about the timing of the assessment
- Conduct the assessment and provide feedback

Moderator Role

The role of the moderator is to:

- ✓ Feedback to assessor on performance
- ✓ Signed and dated by assessor and moderator

Processes

Assessment Process

For students who have been assessed as Not Yet Competent (NYC), the following options will be available:

### 5.1 Assessment Feedback

Trainers/assessors will provide assessment feedback to students and advise how they can improve their performance.

### 5.2 Resubmission

Further evidence for 4 assessment might be required if the student has partially completed the assessments and some of the works/assignments can be corrected or completed for resubmission. To be eligible for resubmission, the student must participate in learning and classroom activities and undertake the given assessment tasks. Resubmission is an informal process and can be arranged between student and trainer/assessor through mutual understanding. Trainers/Assessors may allow up to **two resubmission attempts** before deciding the next step.

### 5.3 Reassessment

If a student does not qualify for resubmission, or is still deemed Not Yet Competent (NYC) after the resubmission, they will be required to re-assess the unit in class. To qualify for reassessment the student must have completed and submitted the required assessments for the unit of competency as per the unit assessment schedule.

A reassessment fee of **R350.00** per assessment task may be applicable if resubmission attempts have not resulted in a Competent "C" outcome. Separate assessment sessions may need to be organized under supervision for assessments tasks.

Reassessment will occur only for those assessment tasks in which the student is deemed **Not Yet Competent**. Reassessment is a formal process and student must apply for reassessment through "**Request for Reassessment Form**" available from our training department. On approval and payment of reassessment fees, a reassessment schedule will be advised. If still failed in two reassessment attempts, the student will need to repeat (re-sit) the unit.

### 5.4 Re-sit (Repeat)

The student will need to re-sit the unit in the following term (next scheduled date) if they are not deemed eligible for any of the above post-assessment options; i.e., both the options of resubmission and reassessment have been exhausted. The student will also need to re-sit the unit if the result from reassessment is still Not Yet Competent (NYC). Re-sit may result in extension of course duration and may affect student's original completion date of the course.

If a course is extended by an academic term, a pro-rata term fee based on total course will apply as per the course fees specified in the International Student Agreement.

Re-sit means repeating the entire unit of competency. Re-sit is a formal process and student will be advised of their re-sit options once all the term results are published.

### 5.5 Late Fee

A late fee of R350 per assessment task may be charged if students fail to submit assessments on due dates.

### 5.6 Absentees

Students who are absent on the day of the assessment without prior approval or a valid reason (e.g. medical certificate) will be marked Not Yet Competent.

### Moderation Process

The following procedures are adhered to in the design of the assessment to ensure that it is consistent with our policy:

- > A decision is taken as to whether there is the capacity within the organization to design the moderation plan and instruments required for a particular programme,
- > Where the moderation plan and instruments are designed in-house, this will involve the following steps:
  - A team will be created consisting of both moderation experts.
  - The team will analyze the unit standard(s) or qualification and decide broadly on the components of a moderation plan.
  - The individuals with moderation expertise will then indicate what evidence is required to ensure that the moderation instrument and process will enable the moderator to make a valid and reliable moderation judgment.
  - Those individuals with moderation expertise will then draft a plan and instruments.
  - There will then be a collective process of evaluating and adapting the plan and instruments before they are piloted.
  - The plan and instruments will be moderated before the pilot.
  - Feedback will be given to the team after the pilot and the plan and instruments will be reviewed.
- > All new instruments are moderated.

### Venue details

We have training facilities in Braamfontein. Please mention which will be your preferred venue for the training, yours or ours. The location will be confirmed once the booking has been received.

#### Braamfontein

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2001

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#### For bookings or more information

For bookings or more information please feel free to contact us at +27 84 234 5464 or e-mail:

[info@polytechnic.co.za](mailto:info@polytechnic.co.za)

For the latest event schedule visit our training page on: [www.polytechnic.co.za/elearn](http://www.polytechnic.co.za/elearn)