

Further Education and Training Certificate

End User Computing (NQF Level 03) (Full time)

Class Schedule

This Course Is Scheduled For 12 Months, 3 days per week (Full Time), and 2 days per week (Part Time)

Dear Student,

In information technology, the term “end user” is used to distinguish the person for whom a hardware or software product is designed from the developers, installers and servicers of the product. The end part of the term is probably derived from the fact that most information technologies involve a chain of interconnected product components at the end of which is the “user”. Frequently complex products require the involvement of other-than- end users such as installers, administrators and system operators.

PURPOSE AND RATIONALE OF THE 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 Diploma 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 Diploma 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 MICT 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, learner ships 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.

CAREERS:

- *Personal Assistants / Receptionists*
- *Office Administrators*
- *Project Administrators*