



CAREERS
BUSINESS INSTITUTE

www.cb institute.co.za

Further Education & Training Certificate in Information Technology: Technical Support & Web Design (NQF 4)



Careers Business Institute has been empowering the community since its inception in 1991. We provide a comprehensive range of Management, Office Administration, Financial and IT courses that have been designed to help you launch your successful career. The Careers Training Group has campuses in Umhlanga Ridge and at the Chatsworth Centre in Kwazulu Natal

Microsoft
CERTIFIED
Partner




MICTSETA

FET Certificate in IT: Technical Support & Web Design (NQF 4)

FET Certificate in IT: Technical Support & Web Design at Careers Business Institute

The Further Education & Training (FET) Certificate in IT Technical Support & Web Design is an entry level qualification designed to equip students with a good fundamental knowledge of the Information Technology (IT) field, coupled with interpersonal and business skills, allowing for specialization in Systems Support & Web Design. This course follows the structure set out in the internationally renowned CompTIA A+ (Core) & Network+ qualifications.

Computers play a pivotal role in the world of business today as they help to bring about efficiency. To be a competent technician, candidates must learn how to build computers from scratch, run tests and diagnostics and be able to troubleshoot on all matters related to technical support and installations.



This qualification will enable learners to develop an understanding of technology principles, hardware and software, data communication and network support and problem-solving skills in a technical environment. It also teaches students the fundamental communication skills required to work across different work-cultures in South Africa.

The MICT & Microsoft Solution

The Media, Information and Communication Technologies Sector Education and Training Authority (MICT SETA) is a public entity established in terms of the Skills Development Act, 1998 (Act No. 97 of 1998). The MICT SETA plays a pivotal role in achieving South Africa's skills development and economic growth within the sub-sectors it operates namely; Information Technology, Film and Electronic Media, Electronics, Advertising and Telecommunications.



Microsoft Software is used by almost every Company Worldwide in some form. Its widespread use means it's crucial in many roles in and out of IT, making it the ultimate transferable skill. Careers Business Institute have been offering Seta & Microsoft courses for over 15 years in South Africa. Our College is one of the most trusted in KwaZulu-Natal.

Is the FET Certificate in IT: Technical Support for me?

This certification provides a foundational qualification for people who are pursuing a career in the computer industry, or related fields – This course can be used as a bridging course to the National Certificate in IT: Systems Support & Web Design (NQF 5), IT System Support Engineer Course or Cyber Security Expert Certification.

FET Certificate in IT: Technical Support & Web Design (NQF 4)

Module Breakdown:

- Understanding Hardware
- Understanding Software
- Introduction to Operating Systems
- Principles of Computer Networks
- Testing IT Systems
- Types of Computer Systems & Hardware Configurations
- Computer Architecture Concepts
- Computer Data Storage
- Resolving Computer Users Problems
- Resolving Technical
- Computer Problems
- Networking Fundamentals
- Networking Architecture
- Network Installation & Support
- Business Management
- Customer Relations
- Oral & Written Communication
- Risk Management
- Report Writing
- Basic Mathematics Literacy



I'm IT: Technical Support Certified, What now?

Certified IT Technicians have a range of Career Opportunities available. We have listed some of the more widely available careers for certified technicians;

- Junior IT Technician
- Junior Hardware & Infrastructure Support Analyst
- Junior PC Support Technician
- Website Developer & Designer

Students have the option of specialization through IT programs offered at Careers Business Institute. Enquire for the full range of IT courses to upgrade and/or specialize in.

Minimum Requirements & Details

Minimum Requirements: Grade 11 (English & Math Literacy) or National Certificate in IT – End User Computing (NQF 3)

Full - Time: 12 months (Part time also available)

SAQA ID: 78964

Credits: 163

Includes FREE Tablet & Learning Materials – No hidden costs!

Course Fees

Careers Business Institute have developed easy payment options for all courses. Please enquire for a full fee schedule!