

**National Vocational Certificate in Information and Communication Technology
(Computer System Support) (Level 3)**

NQF Level of qualification: 3

Total credits available: 73

Total credits required: 73

	Compulsory	Elective
level 3 credits available	59	-
level 4 credits available	14	-
Minimum Credit required	73	-

Registration date: 30 July 2020

Scheduled review date: 30 July 2025

Body responsible for the qualification: Namibia Training Authority through the Post and Telecommunications Industry Skills Committee.

Other bodies whose unit standards are included in the qualification: None

1. Purpose

This qualification recognises people who have the competencies required for performing computer system support tasks. It is awarded to people who have demonstrated the skills and knowledge required to demonstrate an understanding of personal computer, demonstrate an understanding of in server administration, demonstrate an understanding of emerging technologies, analyze operating systems, review computer organization and architecture, apply security and disaster recovery procedures, demonstrate an understanding of fault tolerance and disaster recovery, demonstrate an understanding of Transmission Control Protocol/Internet Protocol TCP/IP fundamentals, demonstrate an understanding of WAN and remote access technologies.

This qualification is designed to be accessible and flexible. The entry requirement is the National Vocational Certificate in Information and Communication Technology – Foundation (Level 2) or equivalent.

2. Regulations for the qualification

2.1 summary of qualification requirements

This qualification will be awarded to people who are credited with a minimum of 73 credits and have met the requirements of the compulsory section, as well as all requirements for Workplace Integrated Learning (WIL) as laid out in the National Policy On Work-Integrated Learning for Technical and Vocational Education and Training (TVET).

2.2 Detailed qualification requirements

Compulsory

All the unit standards listed below are required.

Field: Manufacturing, Engineering and Technology
Subfield: Information and Communication Technology
Domain: Computer System Support

Unit No.	Unit Standard Title	Level	Credits
2320	Demonstrate an understanding of personal computer	3	6
2321	Demonstrate an understanding of in server administration	3	10
2322	Demonstrate an understanding of emerging technologies	3	6
2323	Analyze operating systems	3	8
2324	Review computer organization and architecture	3	10
2325	Apply security and disaster recovery procedures	3	7
2326	Install and maintain printers and scanners	3	7

AND

Field: Manufacturing, Engineering and Technology
Subfield: Information and Communication Technology
Domain: Networking

Unit No.	Unit Standard Title	Level	Credits
2303	Demonstrate an understanding of fault tolerance and disaster recovery	4	7
2297	Demonstrate an understanding of Transmission Control Protocol/Internet Protocol (TCP/IP) fundamentals	3	5
2305	Demonstrate an understanding of Wide Area Network (WAN) and remote access technologies	4	7

3. Credit recognition and transfer arrangements

Credits for any version of a unit standard of the same identification number will be recognised in the award of this qualification.

4. Special arrangements

- 4.1 Providers seeking accreditation and registration to deliver this qualification must meet the following special arrangements
- 4.1.1 This qualification will be offered to trainees ***either*** including a 6 months period of **industrial/job attachment**, ***or*** as an **apprenticeship scheme** of a duration determined and agreed upon by the employer and the training provider on a ratio of 70/30 (70% at workplace and 30% at Training institution) basis.

Industrial/job attachment is defined as a period in a workplace setting where a trainee obtains structured practical experience in a specific occupation in order to complement competencies acquired during training at a technical vocational training provider (TVTP).

Apprenticeship refers to the system of work integrated learning, where an apprentice is employed by a company on contractual basis, earning a monthly salary, learning and working side-by-side with an experienced mentor. In this case the employer must be an NTA approved entity (company) to register apprentices and has to identify a suitable training provider to provide the apprentice with the opportunity to gain skills and knowledge from theoretical training.

Employers and training providers are encouraged to consult the **National Policy On Work-Integrated Learning (WIL) for Technical and Vocational Education and Training (TVET) Sector** for further details on WIL implementation.

- 4.1.2 Providers involved in the assessment of this qualification and the associated unit standards must comply with the national assessment arrangements for the VET system up to and including level 5 of the Namibia Qualifications Framework. Assessment will include performance and achievement assessment acquired through work integrated learning period. Assessment arrangement apply to all occupations and industries which are encompassed in the technical vocational education sector.
- 4.1.3 Providers of this qualification and the associated unit standards must be registered and /or accredited.
- 4.1.4 Providers of this qualification and their associated unit standards must have access to all equipment and facilities detailed in the tools and equipment list for the of the relevant training program.
- 4.2 Competencies covered in this qualification may be assessed through Recognition of Prior Learning (RPL).
- 4.3 Further relevant information and documentation may be accessed through:

Namibia Training Authority
 10 Rand Street
 Khomasdal
 Namibia
 Telephone number: 061 207 8550
 Facsimile number: 061 207 8551

5. TRANSITION ARRANGEMENTS

5.1 Non National Qualifications Framework transition

None

5.2 National Qualifications Framework transition

This is the first version of this qualification.