



**NATIONAL  
CERTIFICATE:  
INFORMATION  
TECHNOLOGY:  
END USER  
COMPUTING**



# NATIONAL CERTIFICATE: INFORMATION TECHNOLOGY: END USER COMPUTING

## COURSE INFORMATION

**SAQA ID:** 61591  
**NQF Level:** 3  
**Learnership Duration:** 12 months  
**Credits:** 165  
**Contact Sessions:** Minimum Contact Session, including remediation (if required), and POE Building for this Qualification is 105 Days  
**Accrediting SETA:** Media Sector Education & Training Authority

## ENTRY CRITERIA

- Grade 12
- Communication at NQF Level 3.
- Mathematical Literacy at NQF Level 3.
- Computer Literacy at NQF Level 3.

## QUALIFICATION RULES

The qualification consists of a minimum of 130 credits and has been designed in accordance with the SAQA regulations and

1. All fundamental unit standards are compulsory for this qualification. (47credits)
2. All core unit standards are compulsory. (56 credits)
3. Elective unit standards totalling a minimum of 27 credits needs to be completed.

## EQUIPMENT REQUIRED

- Hardware: Access to a computer, display monitor / keyboard / mouse / printer.
- Software: Windows 7 OS system | MS Office 2010 | Printer Driver (where applicable)

## CANDIDATE PROFILE & DEPLOYMENT

**Target Market:** Administrators • Receptionists • Secretaries Admin Clerks • Operations staff • Managers

**Target Industries:** All industries that have an administration and / or operations aspect.

**Mentor Requirements:** Mentor must have at least 5 years' experience in a Business Administration or similar environment.

**Workplace Approval:** Not Applicable

**Workplace Requirements:** Learners must be exposed to all Outcomes related to this qualification.

## PURPOSE

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.

## SKILL LEVEL OUTCOME

- 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 utilising End User Computing applications.
- Demonstrate an understanding of the use of Information Communications & Technology (ICT) in an organisation & the impact it has on societies.

## ASSESSMENT MANAGEMENT

### Credit Accumulation Transfer (CAT):

CAT exemption is only applicable to approved learners. Approved learners will have reduced contact days. Learners who do not meet the CAT requirements will be required to complete Part 1 and Part 2 of every Cluster.

### FISA Requirements:

Final Integrated Summative Assessment is requirement for the successful completion of this learnership.

### Recognition of Prior Learning (RPL):

RPL is available for this qualification.

### Module 1 – Using ICT in the Organisation

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Elective	14913	Explain the principles of computer networks	5	5
Elective	14917	Explain computer architecture concepts	7	
Elective	14947	Describe data communications	4	
Elective	114636	Demonstrate an understanding of preventative maintenance, environmental and safety issues in a computer environment	6	
Core	117925	Describe the concepts of Information and Communication Technology (ICT) and the use of its components in a healthy and safe manner	3	
Elective	117928	Describe the application and effect of Information and Communication Technologies (ICT) on society	5	
<b>PoE Building and Remedials</b>				<b>5</b>

### Module 2 – Using Microsoft Office Word

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	117924	Use a Graphical User Interface (GUI)-based word processor to format documents	5	15
Core	119078	Use a GUI-based word processor to enhance a document through the use of tables and columns	5	
Core	116942	Use a GUI-based word processor to create merged documents	3	
Elective	258898	Review and create documents using a Graphical User Interface (GUI)-based word processor	7	
<b>PoE Building and Remedials</b>				<b>5</b>

### Module 3 - Communication Skills

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	8968	Accommodate audience and context needs in oral communication	5	5
Fundamental	8970	Write texts for a range of communicative contexts	5	
Fundamental	8973	Use language and communication in occupational learning programmes	5	
Fundamental	110023	Present information in report format	6	
Fundamental	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	
<b>PoE Building and Remedials</b>				<b>5</b>



#### Module 4 – Mathematics Literacy

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Fundamental	7456	Use mathematics to investigate and monitor the financial aspects of personal, business, and national issues	5	10
Fundamental	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	
Fundamental	9012	Investigate life and work-related problems using data and probabilities	5	
Fundamental	9013	Describe, apply, analyse, and calculate shape and motion in 2-and 3-dimensional space in different contexts	4	
Fundamental	11241	Perform Basic Business Calculations	6	
<b>PoE Building and Remedials</b>				<b>5</b>

#### Module 5 – Using a Web Browser

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	116931	Use a Graphical User Interface (GUI)-based web-browser to search the Internet	4	5
Core	115391	Demonstrate an understanding of the principles of the internet and the world-wide-web	3	
Core	114076	Use computer technology to research a computer topic	3	

#### Module 6 – Using Microsoft Office PowerPoint

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	117923	Use a Graphical User Interface (GUI)-based presentation application to prepare and produce a presentation according to a given brief	5	5
Core	116930	Use a Graphical User Interface (GUI)-based presentation application to enhance presentation appearance	5	
Elective	258880	Utilise special features to enhance presentations	3	
<b>PoE Building and Remedials</b>				<b>5</b>

#### Module 7 – Creating, Editing and Enhancing Spreadsheets

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	116937	Use a Graphical User Interface (GUI)-based spreadsheet application to create and edit spreadsheets	4	15
Core	116940	Use a Graphical User Interface (GUI)-based spreadsheet application to solve a given problem	6	
Core	116943	Using a Graphical User Interface (GUI)-based spreadsheet application, enhance the functionality and apply graph / charts to a spreadsheet	3	
Elective	258879	Change the appearance of a spreadsheet	3	
Elective	258876	Work with spreadsheets	3	
<b>PoE Building and Remedials</b>				<b>5</b>



IMPACTFUL  
Powered by LRMG

### Module 8 – Using Microsoft Office Outlook

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	116945	Use electronic mail to send and receive messages	2	5
Core	116935	Enhance, edit, and organise electronic messages using a Graphical User Interface (GUI)-based messaging application	2	
Elective	258897	Apply electronic messaging and calendar application	2	
Elective	114984	Manage electronic mail in a business environment	2	

### Module 9 – Creating Effective Databases

Outcome	SAQA ID	Name of Unit Standard	Credits	Training days
Core	116936	Use a Graphical User Interface (GUI)-based database application to work with simple databases	3	5
Elective	117927	Use a Graphical User Interface (GUI)-based database application to solve a given problem	6	
Elective	258875	Design forms and reports using a Graphic User Interface (GUI) based database	4	
Elective	258881	Design complex tables and queries using a graphical user interface (GUI) based database to solve a given problem	5	
<b>PoE Building and Remedials</b>				<b>5</b>