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**QUALIFICATION: NATIONAL CERTIFICATE: INFORMATION TECHNOLOGY: END-USER COMPUTING
(SAQA ID: 61591 (49077); NQF LEVEL 3)
MODE OF DELIVERY: CONTACT LEARNING (MELVILLE, DURBAN OR CLAREMONT)**

DESCRIPTIVE

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 the 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 relevant challenges in the economic environment.

PROGRAMME PURPOSE

The *National Certificate: Information Technology: 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 current-day business environment.

PROGRAMME OUTCOMES

A qualifying learner will be able to:

- competently apply the knowledge, techniques and skills of end-user computing applications in the workplace.
- understand the impact and use of Information and Communications Technology (ICT) in an organisation and society.
- improve communication by combining communication skills with end-user computing skills.
- improve the application of mathematical literacy in the workplace by better utilising applicable end-user computing applications.

EXIT-LEVEL OUTCOMES OF THIS QUALIFICATION

1. Demonstrate an understanding of applying Graphical User Interface (GUI)-based Word Processing Application skills in the workplace.
2. Demonstrate an understanding of applying Graphical User Interface (GUI)-based Presentation Application skills in the workplace.
3. Demonstrate an understanding of applying GUI-based Spreadsheet Application skills in the workplace.
4. Demonstrate an understanding of applying GUI-based Electronic Mail Application skills in the workplace.
5. Demonstrate an understanding of applying GUI-based Web Browser Application skills in the workplace.
6. Improve communication by combining communication skills with end-user computing skills.
7. Improve the application of mathematical literacy in the workplace by better utilising end-user computing applications.
8. Demonstrate an understanding of the use of Information Communications and Technology (ICT) in an organisation and the impact it has on societies.

PROGRAMME STRUCTURE

The *National Certificate: Information Technology: End-User Computing* contains the following modules:

Module name	Credits
Using ICT in the Organisation	30
Using Microsoft Office Word	13
Communication	25
Mathematical Literacy	22
Using a Web Browser	10
Using Microsoft Office PowerPoint	10
Using Microsoft Office Excel	13
Using Microsoft Office Outlook	4
Using Microsoft Office Access	9

ADMISSION REQUIREMENTS

- Grade 10 (Standard 8), or equivalent
- Access to a computer with Internet connectivity.

English Proficiency

Applicants are required to be proficient in English prior to admission to the course. Applicants whose first language is not English may be required to provide proof of proficiency.

ACCESS TO TECHNOLOGY

Milpark provides students with materials, resources, formative assessments (including online tests and quizzes), discussion opportunities and a number of administrative services as part of the *myMilpark* and *myCourses* online tuition and support environments. Course materials contain links to additional external resources in the form of links to downloadable documents, websites and videos.

Having access to the abovementioned online facilities is essential for efficient communication, learning and success. You will need continuous (daily) access to study, using the resources mentioned above, and to submit and receive your assignments.

Minimum system requirements:

1. Reliable broadband Internet access
2. Firefox/Internet Explorer/Chrome web browser
3. Microsoft Word
4. PDF Viewer
5. Ability to scan and upload documents
6. Email/Cellphone for notification and communication.

Additional requirements:

Software requirements

- Microsoft Windows 7 Professional
- Microsoft Office 2010 Professional
- Windows Internet Explorer 9.0.

Hardware requirements

Milpark College recommends the following requirements for a standard PC setup:

- Personal computer with minimum 1GHz (×86) or 1.4GHz (×64) processor (2GHz or faster recommended)
- 1GB of RAM or more (4GB recommended)
- 15GB free hard-disk space (60GB recommended)
- DVD-ROM drive or DVD-Writer drive
- Super VGA (1 024 × 768) or higher-resolution video adapter and monitor
- Keyboard and Microsoft mouse or compatible pointing device.

STUDENT SUPPORT

Library access

The Milpark Library provides access to e-books in a virtual library called Cyberlibris (Scholartext). Lecturers may create smart bookshelves per course or module for students to access (these shelves can contain prescribed and recommended books). Students can also create their own personal smart bookshelves containing resources for their studies. Having access to a digital library means that thousands of students can access books and resources from anywhere at the same time online. There is no need to do reservations and requests, and no limit on the time a student has to access a book. With the implementation of Cyberlibris, students also have access to full-text resources via ProQuest (global), Ebsco (global) and Sabinet (South African publications), to assist with research and to enrich their learning experience. Access to the Library is included in the module fee.

Tutor

Comprehensive student support services are available. Students are provided with administrative support by Student Services. To assist with understanding content, students have access to tutors via the Tutor Forum. Students who experience study and/or personal problems have access to a student counsellor. All support services are available to registered students via *myMilpark (myCourses)*.

RULES OF PROGRESSION

All the modules are compulsory. You will also be required to complete a Portfolio of Evidence.

If you have already passed the Unit Standard within this qualification, you will be exempt for what you have achieved.

ASSESSMENT

Practical applications in the form of activities and a Portfolio of Evidence will be completed.

DURATION

You will have one year to complete the course.

CERTIFICATION

On successful completion of all modules, MICTSETA will verify your results and you will receive the *National Certificate: Information Technology: End-User Computing*.

This qualification was designed carefully to ensure vertical and horizontal articulation. It was developed to allow for further study in ICT and related fields at further education levels. The qualification was designed as part of a set of IT qualifications from NQF Level 3 through to Level 5 and higher. Two NQF Level 4 qualifications (one in the systems support sub-area of IT and one in systems development) have recently been registered on the NQF.

This new qualification addresses the learning assumed to be in place for the two NQF Level 4 qualifications that are mentioned here, allowing learners articulation into the ICT field.

PRICING

Your Milpark College course fee includes the following:

- Prescribed books
- Milpark College tuition
- Portfolio of Evidence.

DISCLAIMER

The content of this brochure is accurate at the time of going to print. Milpark Education reserves the right to change the programme content due to changes in legislation, market requirements and other reasons. Notice of such changes will be published on our website.

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