HIGHER CERTIFICATE IN INFORMATION TECHNOLOGY IN SUPPORT SERVICES
The Independent Institute of Education (The IIE)

With the increasing reality of skills shortages within the ICT industry, there is an ongoing need for entry level positions such as support technicians who will be able to take on this industry with the confidence that modern business requires. This IIE Higher Certificate in Information Technology in Support Services offers a balanced combination of information technology theory and practical/technical skills, with strong emphasis on office applications. The IIE Higher Certificate in Information Technology in Support Services develops the following different skills tracks over the duration of the course:

- Fundamental skills including basic office computing, business communication and business calculations
- Technical hardware, software and networking skills
- Helpdesk and business practice skills
- Introductory web development skills
What is this Higher Certificate’s accreditation status?

The IIE Higher Certificate in IT in Support Services (HSS) is accredited by the Council on Higher Education (CHE) and is registered by the South African Qualifications Authority (SAQA) on the National Qualifications Framework (NQF) as a 132-credit qualification on level 5 (SAQA ID: 81866).

Who is this Higher Certificate aimed at?

We live in a world where connectivity is key and the field of information technology is dynamic and constantly in a flux of change. This IIE Higher Certificate is for anyone with a keen interest in working in the fast-paced field of information technology support. It is designed for prospective students who would like to exercise their problem-solving abilities, an abundance of patience and have the desire to juggle multiple projects simultaneously. This qualification will provide the required technical support, computer skills and knowledge that are required for entry level positions as support technicians in the ICT industry.

What entry requirements will I need to study this Higher Certificate?

<table>
<thead>
<tr>
<th>Minimum Admission Requirements</th>
<th>English</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSC: HC pass with</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td>NC(V): HC pass</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td>SC: Endorsement - none</td>
<td>33.3%</td>
<td></td>
</tr>
<tr>
<td>SC(a): HC pass with</td>
<td>A minimum of 30% in LOLT in NSC/ SC(a) <strong>OR</strong> with a min. of 33.3% in SC</td>
<td></td>
</tr>
<tr>
<td>International</td>
<td>A SAQA Evaluation Certificate with NSC L4 equivalence with at least 30% or equivalent for English.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Senate Discretionary Admissions</th>
<th>Mature Age Exemption</th>
<th>Recognition of Prior Learning (RPL)</th>
<th>General Education Development (GED) - An USA qualification developed by the American Council on Education (ACE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Candidates must have attempted the Senior Certificate or equivalent, attained the age of 23 before or during the first year of registration with three years’ work experience and proven ability relating to the proposed programme as well as adequate communication skills; <strong>OR</strong> Candidates must have attained the age of 45 before or during the first year of registration.</td>
<td>Candidates must demonstrate suitability for admission in terms of Senate’s resolution 6.6 of 20 October 2005 which allows for Senate’s discretionary conditional admission (if applicable).</td>
<td>Candidates with a GED qualification may be admitted if they have a SAQA Evaluation Certificate with NSC L4 equivalence as well as NBT: AQL results and have obtained a score of at least 37 for Academic Literacy (AL) and a score of at least 37 for Quantitative Literacy (QL).</td>
</tr>
</tbody>
</table>
What is The Teaching and Learning Strategy of The IIE’s Varsity College, and how will it help prepare me for the 21st century working world?

At The IIE’s Varsity College we are proud of and passionate about our shift away from the ‘traditional lecturing’ methodology to our blended-learning strategy – the VCBlend.

This blended-learning strategy extends learning beyond the confines of the classroom and creates opportunities for our students to work collaboratively, with peers and their educators, to construct their understanding of concepts. Student engagement is supported by the use of a learning management system (LMS) and the online learning materials that have been developed to underpin our teaching strategy.

Due to the VCBlend approach, you will be expected to spend time conducting your own research, study for assessments and work on assignments. To gain the most from the blended learning experience, VC’s Wireless classrooms and campuses, students are required to BYOT (Bring Your Own Technology) such as mobile devices, netbooks, laptops or tablets, etc. so as to develop the necessary academic and digital literacies over the duration of this qualification.

This student-focused approach compels our students to be accountable for their learning while developing the critical skills they will need to thrive in the rapidly changing 21st century work environment.

As such, academic life for our students is dynamic, challenging and relevant.

How is this Higher Certificate structured at The IIE’s Varsity College?

The IIE Higher Certificate in Information Technology in Support Services is a one-year certificate. The academic year runs from February to November. The modules are delivered on a full-time basis with lectures and tutorials being scheduled during the day from Monday to Friday.

Please note that in line with academic practice, The IIE’s curriculum is reviewed annually thus changes may occur in module structure and sequence in order to ensure that the qualification remains relevant. The exit level outcomes of the programme do not change. Registered students receive an updated programme curriculum on an annual basis.
### CURRICULUM – FOR STUDENTS STARTING IN 2020

<table>
<thead>
<tr>
<th>1st Semester</th>
<th>Credit value</th>
<th>NQF Level</th>
<th>2nd Semester</th>
<th>Credit value</th>
<th>NQF Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Calculations (BUCAx110)</td>
<td>10</td>
<td>5</td>
<td>Business Practice Entrepreneurship (BUPEf111)</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Business Communication (BUCOf020)</td>
<td>10</td>
<td>5</td>
<td>End User Computing B (ENUCf020)</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>Computer Architecture (COARf120)</td>
<td>20</td>
<td>5</td>
<td>End User Computing C (ENUC030)</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>Help Desk (HELP010)</td>
<td>10</td>
<td>5</td>
<td>Network Architecture A (NWAR5112)</td>
<td>12</td>
<td>5</td>
</tr>
<tr>
<td>Introduction to Academic and Digital Literacy (IADL5111)</td>
<td>12</td>
<td>5</td>
<td>Web Development (Introduction) (WEDE5010)</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>Introduction to Personal Computing (INPCf110)</td>
<td>5</td>
<td>5</td>
<td>Work Integrated Learning (XHIS5112)</td>
<td>19</td>
<td>5</td>
</tr>
</tbody>
</table>

**For 2020, the following co-requisites apply:**

INPCf110/ENUCf010 is a co-requisite for ENUC030

**INPCf110 Competency Test**

At The IIE’s Varsity College, we recognise that some students have developed the core skills to succeed in basic computer skills, either through schooling activities, or personal experience. The module Introduction to Personal Computing (INPCf110) is a 5-credit module and is offered across many of The IIE’s academic programmes. We provide students with an opportunity to write a competency test for the Introduction to Personal Computing (INPCf110) module for 2020 which, if passed, will exempt the student from having to attend class and the mark obtained in the competency assessment will become the student’s mark for the module.

The competency test will take place prior to the commencement of the module. Students must register for the module in order to access the competency assessment. The test is completed online and will take place in a computer lab on campus. The assessment covers basic Microsoft Windows 10 functionality and Microsoft Office 2016 applications (Word, Excel, PowerPoint and Outlook).

Your results will be available immediately. If you do not pass the competency test you will be required to attend class and complete the module.
What about timetables?

Our full-time programmes are aimed at students wishing to dedicate themselves to full-time face-to-face studies for the duration of their qualification. This means that students are expected to be available for classes during the morning and/or afternoon throughout the academic year depending on how the timetable is structured. Unfortunately, students are not necessarily able to select a morning or afternoon format to suit their personal circumstances.

We absolutely encourage students to take up part-time employment outside of class time, weekends and in the evenings, but full-time students must prioritise their studies and avoid committing to work schedules until after they have received their timetables and academic calendar from the institution. Students must understand that timetables remain subject to change throughout the year.

While we strive to offer time efficient timetables (where classes are grouped together into the morning or the afternoon), we cannot guarantee that either format will necessarily be available for all programmes every semester. Where students are repeating modules, these modules may be offered in the evenings or weekends. Students are required to attend classes or, should the module be offered online or via distance, workshops may be provided. Students may also be required to write assessments or submit coursework or assignments outside of normal class-time.

Work Integrated Learning (WIL)

Students will be required to create and present a portfolio of evidence to demonstrate the ability to use a variety of computer skills in a business environment. This WIL component aims to increase knowledge and refine skills by using the action and reflection processes related to work integrated learning. A portfolio of evidence based on concepts learned in core subjects must be completed.

Students must complete the Work Integrated Learning component to achieve the graduation requirements of this programme.

What must I pass in order to graduate with this Higher Certificate?

In order to be awarded this qualification, you must have achieved a minimum final year mark of fifty percent (50%) for each module of the programme; and have met all the Work Integrated Learning requirements, where applicable.

How long do I have to complete this qualification?

Students have a maximum of 2 years to complete this qualification.

With what qualification will I graduate?

You will graduate with The IIE Higher Certificate in Information Technology in Support Services.
Career opportunities: what employment opportunities can I pursue after I have completed this Higher Certificate?

Support Technician
Help Desk Support Technician
Network LAN Technician
Systems Support

Websites for you to visit:

www.technewsletters.com
www.comptia.co.za
www.itweb.co.za

Degree Articulation Options

<table>
<thead>
<tr>
<th>Programme</th>
<th>Module</th>
<th>Conditions - pass mark of 60% is required for the following modules to get credit</th>
</tr>
</thead>
<tbody>
<tr>
<td>The IIE Bachelor of Computer and Information Sciences in Application Development</td>
<td>APCT5111 WEDE5010</td>
<td>BUCOf020 WEDE5010*</td>
</tr>
<tr>
<td>The IIE Bachelor of Computer and Information Sciences in Network Engineering</td>
<td>APCT5111 COFD5111</td>
<td>BUCOf020 COARf120*</td>
</tr>
</tbody>
</table>

Diploma Articulation Options

<table>
<thead>
<tr>
<th>Programme</th>
<th>Module</th>
<th>No conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>The IIE Diploma in Software Development</td>
<td>ANTE110 BUCEF020 BUPEF111 ENUCF020 ITSA5111 DIGC5110 INPCF110 WEDE5010</td>
<td>BUCAx110* BUCOF020 BUPEF111* ENUCF020* IADL5111* INPCF110* WEDE5010*</td>
</tr>
</tbody>
</table>

*no conditions required for this module except for a pass

Call your nearest IIE’s Varsity College campus to discuss your career options with one of our Student Advisors.

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Disclaimer: Please note that this fact sheet is accurate at the time of publication. The Independent Institute of Education (The IIE) reserves the right to alter any of the content prior to commencement of registration due to changes in regulation, policy, market requirements or any other valid reason.
The IIE is not only accredited in South Africa but its dedication to providing quality education also led to it being accredited by the British Accreditation Council (BAC) in 2014. The British Accreditation Council is an independent authority in the United Kingdom that accredits private providers globally, including Greece, Switzerland, Singapore, India, Mauritius and the United Arab Emirates. In 2017 The IIE had its accreditation status confirmed by the BAC as an Independent Higher Education Institution confirming our confidence in the international comparability of our standards.

“South African students need to know, when they select a private higher education institution, that the standards offered are equivalent to those of a public University. Our students get this from our extensive local accreditation and registration. The students also benefit from knowing that we meet international standards too. The IIE is accredited as an Independent Higher Education Institution by the British Accreditation Council. Locally and internationally we have demonstrated the quality of what we offer,” said Dr Coughlan, Director, The Independent Institute of Education.

The IIE’s Varsity College students can be confident that their IIE learning experience meets international best practice standards.