



Your Qualification



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 networking, security and help desk skills. The IIE Higher Certificate in Information Technology in Support Services develops the following different skills tracks over the duration of the course:

- Digital, academic and numeracy skills
- Technical hardware, software and networking skills
- Helpdesk and cyber security



Varsity College is an educational brand of The Independent Institute of Education (Pty) Ltd which is registered with the Department of Higher Education and Training as a private higher education institution under the Higher Education Act, 1997 (reg. no. 2007/HE07/002). Company registration number: 1987/004754/07.

What is this Higher Certificate's accreditation status?

The IIE Higher Certificate in IT in Support Services (HCSS) 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 120-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, work with people, have 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?

Minimum Admission Requirements	English	Notes
NSC: HC pass with	30%	
NC(V): HC pass	40%	
SC: Endorsement - none	33.3%	
SC(a): HC pass with	A minimum of 30% in LOLT in NSC/ SC(a) OR with a min. of 33.3% in SC	
International	A SAQA Evaluation Certificate with NSC L4 equivalence with at least 30% or equivalent for English.	
Senate Discretionary Admissions	Mature Age Exemption	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; OR Candidates must have attained the age of 45 before or during the first year of registration.
	Recognition of Prior Learning (RPL)	Where candidates do not satisfy the formal admission requirements for this qualification, The IIE may consider an admission application in terms of the Credit Accumulation and Transfer, Recognition of Prior Learning and Qualification Completion Policy (IIE010).

	General Education Development (GED) - An USA qualification developed by the American Council on Education (ACE)	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).
	OQSF Qualifications	Candidates with an OQSF Level 5 or N4-N6 qualifications or combination of N3 and SC subjects, or an NSC (FET Colleges) with N3 subjects may be admitted to Higher Certificate Studies.

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?

Our teaching and learning approach is based on active learning which enables us to focus on the skills you need to succeed in the New World. This way, the student is at the centre of learning. Academic life, we believe, should be as relevant and participative as possible – a dynamic, two-way exchange. This enables students to:

- Engage with subject material
- Build understanding
- Develop critical thinking and problem-solving skills for the 21st Century workforce.

This collaborative approach teaches you how to think, and to ask questions; the right questions. We call it New World Thinking.

Our active learning approach is structured as a blend between online and face-2-face lectures. This allows us to take learning beyond the confines of the lecture room. independent, self-directed learners. Our Learning Management System called VCLearn enables this blend and affords you a range of approaches to teaching and learning, and resources that are designed to promote self-organised learning and thought leadership.

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 modules are delivered on a full-time basis with lectures 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 qualification do not change. Registered students receive an updated programme curriculum on an annual basis.

CURRICULUM – FOR STUDENTS STARTING IN 2021

1 st Semester	Credit value	NQF Level	2 nd Semester	Credit value	NQF Level
Introduction to Quantitative Thinking and Techniques (IQTT5111)	15	5	Client System Configuration (CNOS5112)	15	5
Computer Architecture (COAR5111)	15	5	Network Architecture A (NWAR5122)	15	5
Help Desk (HELP5111)	15	5	Introduction to Cyber Security (ICYS5112)	15	5
Digital and Academic Literacies (DIAL5111)	15	5	Work Integrated Learning 1 (XHIS5122)	15	5

What about timetables?

The IIE's full-time programmes are aimed at students wishing to dedicate themselves to full-time studies for the duration of their qualification. This means that students are expected to engage in additional learning activities and assessments outside of the scheduled lecture-time.

Students must understand that timetables remain subject to change throughout the year. Unfortunately, we cannot guarantee that timetable structures will remain the same during each year of your studies with us. In addition, where students are repeating modules, these modules may be offered in the evenings or on weekends. Students are required to attend lectures in order to remain up to date with the academic programme. Students who would like to pursue limited part-time employment opportunities outside of the academic programme must prioritise their studies and avoid committing to work schedules until after they have received their timetables and academic calendar from the institution.

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..

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

Articulation Options

Students may articulate into the following programmes at The IIE's Varsity College. In some instances, students will be able to apply for academic credits:

The IIE Bachelor of Arts
The IIE Bachelor of Arts in Law
The IIE Bachelor of Arts in Corporate Communication
The IIE Bachelor of Commerce
The IIE Bachelor of Commerce in Entrepreneurship
The IIE Bachelor of Commerce in Law
The IIE Bachelor of Computer and Information Sciences in Application Development
The IIE Bachelor of Computer and Information Sciences in Network Engineering
The IIE Bachelor of Education in Foundation Phase Teaching*
The IIE Bachelor of Education in Intermediate Phase Teaching*
The IIE Bachelor of Laws
The IIE Diploma in Commerce and Business Management
The IIE Diploma in IT in Software Development
The IIE Diploma in Sport Development and Management

***Additional entrance criteria apply to these programmes**

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.



British Accreditation Council

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.