

SECTION A						
QUALIFICATION DEVELOPER		Cathedral Commercial School				
TITLE		Certificate V in Computer Applications			NCQF LEVEL	5
FIELD	Information and Communication Technology			SUB-FIELD	Computer Applications	
New qualification		✓	Review of existing qualification			
SUB-FRAMEWORK	General Education			TVET	✓	Higher Education
QUALIFICATION TYPE	Certificate		✓	Diploma		Bachelor
	Bachelor Honours			Master		Doctor
CREDIT VALUE					124	
RATIONALE AND PURPOSE OF THE QUALIFICATION						
RATIONALE Due to technological advancements, Information Technology has become the hub of most of the industry today. It's essential to have knowledge in computers to successfully and diligently work in any field in today's world. Almost everything we do is centered on the computer, and employees have to get accustomed to computer applications to fit in the ever-changing world. The qualification will be suitable for any individual willing to advance their knowledge in computers, those willing to get certification in the field of computers or those who want to venture into the Information Technology industry can do the Certificate qualification as an introductory course. A publication by Human Resource Development Council (HRDC) in December 2016 (Top Skills in High Demand) has listed the Indicative Skills in demand in Botswana and that these indicative skills, were lacking in the market. Further, it highlights that those available fail to meet the job requirements of the employers. One such area listed as lacking is Business Information Technology Management, especially in positions such as Data Centre Manager, ICT Security. Manager, ICT Service Manager, ICT Sale professional, IT Governance, Information Management and Information Systems Coordination. The aim of the Certificate V in Computer Applications is to develop skilled workforce with computer skills that they will use in their daily work so as to meet demands of a growing industry.						

Computer Applications skills are necessary soft skills that every worker should have in today's working environment. Presentations, typing letters, and creating databases are knowledge that every employee should harness to be able to present, type letters within the company and for external purposes, inventory management purposes and research purposes for those who would want to further their education.

PURPOSE

This qualification will contribute towards the intended outcomes by providing learners with a range of broad based knowledge, theory and practice in Computer Applications which are critical for the attainment of the Botswana Vision 2036, pillar Number One for a sustainable economic development through a knowledge based economy to meet global demands. Furthermore, it will specifically provide the learners with integrated knowledge, theory and practice of basic computer applications, to manipulate and manage organizational data through databases and effectively communicate through use of technological advances.

ENTRY REQUIREMENTS (including access and inclusion)

Entry requirements:

To be admitted into the qualification, the candidate must have satisfied the minimum conditions for entry outlined below: -

- i. NCQF Level IV in General Education (BGCSE) or equivalent with passes in 5 subjects including English and Science, preferably Physics.
- ii. NCQF Level IV in TVET, e.g. Certificate IV in Computer Applications or a related discipline.
- iii. Candidates will also be considered for mature entry, RPL and CAT in accordance with relevant national and institutional policies.

QUALIFICATION SPECIFICATION	
SECTION B	
GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
1. Illustrate the effectiveness of oral and written business communication through varied media	1.1 Write effective and concise letters and memos employing appropriate business format. 1.2 Prepare informal and formal reports that include analysis and offer recommendations. 1.3 Participate in meetings and conduct proper techniques in telephone usage. 1.4 Summarize personal achievements and skills in appropriate formats for future employers or academic institutions. 1.5 Perform effectively in interviews. 1.6 Prepare and deliver an oral presentation utilizing electronic software. 1.7 Discuss the impact of language usage on applying business etiquette to a variety of professional situations. 1.8 Explain the importance of cultural differences and how they affect communication in a business environment.
2. Utilize Information and Communications Technology to communicate effectively for business success	2.1 Explain how information technology is used in modern information systems to support the end user collaboration, enterprise operations, managerial decision making and strategic advantage. 2.2 Identify and describe computer hardware components. 2.3 Describe an Operating System and application software. 2.4 Use and maintain a personal computer and peripherals according to manufacturer's instructions. 2.5 Operate a personal computer. 2.6 Apply principles, features and functions of computer applications 2.7 Save and print a document. 2.8 Create, File and manage documents in a personal computer. 2.9 Exchange information using Electronic mail (send, receive, organize and save e-mail). 2.10 Access computer resources using the Internet.

3. Demonstrate knowledge in the use of a computer to present information and data	3.1 Use computer applications to display, present data that may be useful in meetings and work related activities. 3.2 Show how to operate a computer without needing assistance from any other person. 3.3 Open and close applications on any type of computer system. 3.4 Save and retrieve documents from any computer system with ease.
4. Utilize database applications for management purposes	4.1 Use data base applications to manage day to day activities 4.2 Create databases to store inventory, manage everyday work activities. 4.3 Present data in terms of graphs and pie charts that essential in tracing progress of certain entities.
5. Practice business etiquette procedures	5.1 Demonstrate how to answer a phone call appropriately to give the customer the required information. 5.2 Implement different methods of diffusing a difficult client with respect and high regard. 5.3 Write reports in different formats as required. 5.4 Take notes whenever necessary in the organization especially during meetings. 5.5 Use the computer to enhance their work in filing purposes, report writing and create databases for customer and organizational needs.
6. Demonstrate a Mastery of Networking and Internet Skills	6.1 Describe computer network, its architecture and operation. 6.2 Apply the principles and practices of computer networks. 6.3 Show network communication skills through programming. 6.4 Install, administer and manage a Local Area Network (LAN) and network the LAN to other network segments over wide area links. 6.5 Apply basic computing principles and programming skills to install software, configure devices, troubleshoot and maintain a data network. 6.6 Identify the potential business opportunities that IT can uncover. 6.7 Communicate effectively with associates in written, oral or schematic form.
7. Apply skills and concepts for basic office application use.	7.1 Create documents for printing and sharing through Microsoft word.

	7.2 Create presentation slides for presentation purposes for office, school or any other purpose. 7.3 Create data bases for information management. 7.4 Manage numeric figures through Microsoft excel for calculations, graph presentations and arithmetic purposes.
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QUALIFICATION STRUCTURE			
			SECTION C
FUNDAMENTAL COMPONENT	Title	Level	Credits
Subjects / Units / Modules /Courses	Communication and Study Skills	5	10
CORE COMPONENT Subjects/Units/Modules/Courses	Computer Fundamentals and Information Technology Systems	5	14
	Networking Technology	5	14
	Internet Technology and Emails	5	14
	Word processing	5	18
	Presentation skills	5	18
	Data base	5	18
	Spreadsheet	5	18
ELECTIVE COMPONENT Subjects/Units/Modules/Courses	N/A		
TOTAL CREDITS			124
Rules of combinations, Credit distribution			
The qualification has no electives as the modules are distributed between the fundamental and core components. The Fundamental component consists of one module at level 5, with 10 credits. The core components consist of 7 modules, all at level 5. 4 modules with 18 credits = 72 3 modules with 14 credits = 42 Total qualification credits 124			
ASSESSMENT AND MODERATION ARRANGEMENTS			
Assessment All assessments leading to the awarding of this qualification will be based on learning outcomes associated with the following assessment criteria: Formative assessment The weighting of formative assessment is 50% of the final assessment mark. Summative Assessment			

The weighting of summative assessment is 50% of the final mark.

MODERATION ARRANGEMENTS

Assessments' moderations for the modules of the qualification are arranged in the following manner.

Stage: 1. Pre Moderation.

Internal Moderation

In the first stage all the assessment materials reached to the Internal Moderator for the quality check. The Internal Moderator assesses the assessment instruments to ensure they are valid, consistent and appropriate in addressing the outcomes of the modules against the appropriate levels.

External Moderation

Once the Internal Moderator is satisfied with the assessment instruments, they passed to the External Moderator for the final quality checkup. The assessment instruments will be assessed again across the expected learning out comes with respect to the appropriate level descriptors. The finally moderated Assessments then passed to the Academic and Quality Assurance Manager for the finalisation.

Stage: 2. Post Moderation.

Assessors

The assessment results are first assessed by the qualification Assessors during the standardization and marking session.

Internal Moderator:

The assessment results then passed to the Internal Moderator for assessing the assessment of the Assessors.

External Moderator:

The assessment results from the Internal Moderator then passed to the External Moderator for the final validation.

Stage: 3. Finalization.

Examination Council:

Examination Council ensures that the assessment results are accurately captured, and finally approve for the publication of the results.

Moderation reports

A moderation report shall capture, but not limited to the following:

- Sample size and sampling procedures
- Observations about the performance of candidates

- Consistency of assessment judgments and decisions
- Assessment instruments and alignment to learning outcomes
- Recommendations for improvement

RECOGNITION OF PRIOR LEARNING

- Candidates may submit evidence of prior learning and current competence gained through workplace learning, formal and or any other informal study and undergo appropriate RPL assessment for the award of credits towards the qualification in accordance with the ETP RPL policy and relevant national RPL Policy and legislative framework.
- Candidates may also submit evidence of credits accumulated and will be awarded the Qualification if they meet the minimum prescribed credits through CAT.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

This qualification will benefit small and medium scale business-persons who desire to understand how to manage computer systems within the organization to enhance daily work activities.

Students who complete the qualification in computer applications articulate in the following or equivalent to pathways:

Vertical

- Diploma in Information Technology
- Diploma in Business Information Systems
- Diploma in Computer Networking

Horizontal

- Certificate V in Information technology
- Certificate V in Business Information Systems
- Certificate V in Information Management

EMPLOYMENT PATHWAYS

Upon successful completion of this qualification, candidates could secure employment in positions such as:

- Assistant Information Systems Administrator
- Assistant IT Analyst
- Assistant Database Administrator

- Data Analyst
- IT Consultant.
- IT Technical Support Officer.

QUALIFICATION AWARD AND CERTIFICATION

- Upon attainment of a minimum 124 total credits, the candidate would have satisfied the requirements of the qualification award for Certificate V in Computer Applications.
- A certificate will be issued when minimum credits of 124 have been attained.

REGIONAL AND INTERNATIONAL COMPARABILITY

Institute	Duration	Modules	Credits
Gauhati University, India <i>Certificate Course in Computer Applications</i>	6 - 12 months	• Computer Fundamentals • PC Software • Internet and Web Page Design • Introduction to Programming • Introduction to Business Data Processing • Database Programming	120
Lumenwaymaker, UK <i>(Computer Application for Managers)</i>	12 months	• Intro to computers • Internet research • Microsoft Word part 1 • Microsoft word part 2 • Microsoft part 3 • Microsoft excel part 1 • Microsoft excel part 2 • Microsoft PowerPoint • Integration • Capstone assignment	120
West Thames College, UK <i>ICT Systems and Principles - Level 3 NCFE</i>	24 months	• An introduction to communication technologies • Web fundamentals • Computer systems • Networked systems security • Web development	120

		• Install, configure and upgrade ICT software	
Damelin Correspondence School, South Africa <i>National Certificate in Information Technology: End User Training</i>	18 months	• Using ICT in the organisation • Word processing • Communication • Mathematical literacy • Using a Web browser • PowerPoint • Excel • Outlook • Access	Not listed

The qualification compared favorably with other institutions offering the same or similar programmes in terms of the length of study being a year, and the rest compared in terms of the learning outcomes and the modules to be done by the student. Here are the institutions in the matrix below:

Majority of the qualifications benchmarked with have similar entry requirements catering for school leavers at level IV according to the countries requirements and also professional individuals looking to gain an Information technology qualification.

Two institutions benchmarked with share similar qualification names being Computer Applications while one of them is specific for Managers but the content is similar to the developed qualification. All qualifications have a total credit of 120 except for Damelin which was not listed at the time of benchmarking.

The study period differs depending on institution but all range between 6 – 24 months. The learning outcomes for all qualifications are similar in terms of what the learners have to acquire after full study of the qualification.

REVIEW PERIOD

The qualification will be reviewed in 5 years.

Other information.

NONE