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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED UNIT STANDARD:

Operate a computer workstation in a business environment

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|--|--|----------------------------------|-----------------------------------|-----------------------------|
| SAQA US ID | UNIT STANDARD TITLE | | | |
| 114979 | Operate a computer workstation in a business environment | | | |
| ORIGINATOR | | ORIGINATING PROVIDER | | |
| SGB Insurance and Investment | | | | |
| QUALITY ASSURING BODY | | | | |
| - | | | | |
| FIELD | | | SUBFIELD | |
| Field 03 - Business, Commerce and Management Studies | | | Finance, Economics and Accounting | |
| ABET BAND | UNIT STANDARD TYPE | PRE-2009 NQF LEVEL | NQF LEVEL | CREDITS |
| Undefined | Regular | Level 3 | NQF Level 03 | 2 |
| REGISTRATION STATUS | | REGISTRATION START DATE | REGISTRATION END DATE | SAQA DECISION NUMBER |
| Reregistered | | 2012-07-01 | 2015-06-30 | SAQA 0695/12 |
| LAST DATE FOR ENROLMENT | | LAST DATE FOR ACHIEVEMENT | | |
| 2016-06-30 | | 2019-06-30 | | |

In all of the tables in this document, both the pre-2009 NQF Level and the NQF Level is shown. In the text (purpose statements, qualification rules, etc), any references to NQF Levels are to the pre-2009 levels unless specifically stated otherwise.

This unit standard does not replace any other unit standard and is not replaced by any other unit standard.

PURPOSE OF THE UNIT STANDARD

This Unit Standard is intended for learners who use a computer in a business environment. It is an introduction to basic computer literacy.

The qualifying learner is capable of:

- Explaining basic IT concepts.
- Identifying and operating the hardware in a specific workstation.
- Using a computer operating system.
- Demonstrating basic maintenance procedures.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

Learners should:

- Hold a GETC or equivalent qualification
- Be competent in Communication and Mathematical Literacy at NQF Level 2

UNIT STANDARD RANGE

The typical scope of this Unit Standard is:

- Navigating the operating system includes, but is not limited to, menus, toolbars, buttons, short cut keys and drag and drop.
- Basic maintenance includes archiving, deleting, defragmenting and using the maintenance facility of a workstation.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Explain basic IT concepts.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

The concepts hardware and software are explained and an indication is given of when and how they work together.

ASSESSMENT CRITERION 2

The concept of a computer virus is explained with examples.

ASSESSMENT CRITERION 3

Policies relating to IT in a specific organisation are interpreted and an indication is given of the consequences of non-compliance.

ASSESSMENT CRITERION 4

The difference between a stand alone and network system is explained and an indication is given of the implications of each type of system for the user.

ASSESSMENT CRITERION 5

The security access in a particular organisation is explained with references to policies and standards.

ASSESSMENT CRITERION 6

The importance of backing up is explained with reference to the standards of a specific organisation.

SPECIFIC OUTCOME 2

Identify and operate the hardware in a specific workstation.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

The hardware connected to a specific workstation is identified and an indication is given of where the peripherals are located in the building.

ASSESSMENT CRITERION 2

The computer is switched on and the keyboard or mouse is used to log on.

ASSESSMENT CRITERION 3

The use of the keyboard and mouse is demonstrated for a specific purpose.

SPECIFIC OUTCOME 3

Use a computer operating system.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

The software loaded on a specific workstation is identified and an indication is given of the use of each application.

ASSESSMENT CRITERION 2

Ability to navigate the operating system is demonstrated for specific tasks.

ASSESSMENT CRITERION 3

Simple default settings on a system are customised to suit individual needs with reference to company policy.

ASSESSMENT CRITERION 4

The basic structure of an electronic filing system is explained with reference to drive, directory, folders, files and file types.

ASSESSMENT CRITERION 5

Techniques for managing files in an operating system are demonstrated including, but not limited to, creating folders and copying, moving, deleting, renaming and sorting files and folders.

ASSESSMENT CRITERION 6

The help function is demonstrated for three different tasks.

SPECIFIC OUTCOME 4

Demonstrate basic maintenance procedures.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

Basic maintenance functions are demonstrated for a specific operating system and an indication is given of when to ask for help.

ASSESSMENT CRITERION 2

Procedures to follow when a system stops working are explained with examples.

ASSESSMENT CRITERION 3

The logging off process is demonstrated correctly.

ASSESSMENT CRITERION 4

Procedures to be followed if a virus is suspected are explained with reference to a specific organisation's policies.

UNIT STANDARD ACCREDITATION AND MODERATION OPTIONS

This Unit Standard will be internally assessed by the provider and moderated by a moderator registered by a relevant accredited ETQA or an ETQA that has a Memorandum of Understanding with the relevant accredited ETQA.

UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE

N/A

UNIT STANDARD DEVELOPMENTAL OUTCOME

N/A

UNIT STANDARD LINKAGES

N/A

Critical Cross-field Outcomes (CCFO):

UNIT STANDARD CCFO SCIENCE

The learner can use technology effectively by operating a computer workstation in a business environment.

UNIT STANDARD CCFO DEMONSTRATING

The learner can demonstrate an understanding of the world as a set of related systems by identifying the impact of viruses on an operating system.

QUALIFICATIONS UTILISING THIS UNIT STANDARD:

| | ID | QUALIFICATION TITLE | PRE-2009 NQF LEVEL | NQF LEVEL | STATUS | END DATE | QUALITY ASSURING BODY |
|------|-----------------------|--|---------------------------|------------------|---------------|-----------------|------------------------------|
| Core | 49089 | National Certificate: Financial Services | Level 3 | NQF Level 03 | Reregistered | 2015-06-30 | INSETA |
| Core | 63269 | National Certificate: Gaming Operations | Level 3 | NQF Level 03 | Reregistered | 2015-06-30 | CATHSSETA |
| | 58143 | National Certificate: Music Industry | | NQF Level | | 2015- | |

| | | | | | | | |
|----------|-----------------------|--|---------|--------------|---|------------|---|
| Core | | Practice | Level 3 | 03 | Reregistered | 06-30 | CATHSSETA |
| Core | 60369 | National Certificate: Strata Control Operations | Level 3 | NQF Level 03 | Reregistered | 2015-06-30 | MQA |
| Core | 66071 | Further Education and Training Certificate: Computer Aided Drawing Office Practice (CAD) | Level 4 | NQF Level 04 | Reregistered | 2015-06-30 | CETA |
| Core | 66609 | Further Education and Training Certificate: Retail Insurance | Level 4 | NQF Level 04 | Reregistered | 2015-06-30 | As per Learning Programmes recorded against this Qual |
| Elective | 48783 | National Certificate: Financial Services | Level 2 | NQF Level 02 | Reregistered | 2015-06-30 | INSETA |
| Elective | 58011 | National Certificate: Acoustic Piano Back-framing | Level 3 | NQF Level 03 | Reregistered | 2015-06-30 | CATHSSETA |
| Elective | 49772 | National Certificate: Archaeology | Level 3 | NQF Level 03 | Passed the End Date - Status was "Reregistered" | 2012-06-30 | CATHSSETA |
| Elective | 78524 | National Certificate: Automotive Repair and Maintenance | Level 3 | NQF Level 03 | Reregistered | 2015-06-30 | As per Learning Programmes recorded against this Qual |
| Elective | 78923 | National Certificate: Autotronics | Level 3 | NQF Level 03 | Reregistered | 2015-06-30 | MERSETA |
| Elective | 58577 | National Certificate: General Security Practices | Level 3 | NQF Level 03 | Reregistered | 2015-06-30 | SAS SETA |
| Elective | 49688 | National Certificate: Victim Empowerment | Level 3 | NQF Level 03 | Reregistered | 2015-06-30 | HW SETA |
| Elective | 49256 | Further Education and Training Certificate: Counselling | Level 4 | NQF Level 04 | Reregistered | 2015-06-30 | HW SETA |
| Elective | 67461 | Further Education and Training Certificate: Event Support | Level 4 | NQF Level 04 | Reregistered | 2015-06-30 | As per Learning Programmes recorded against this Qual |
| Elective | 49649 | Further Education and Training Certificate: Long-term Insurance | Level 4 | NQF Level 04 | Reregistered | 2015-06-30 | INSETA |
| Elective | 66610 | Further Education and Training Certificate: Short Term Insurance | Level 4 | NQF Level 04 | Reregistered | 2015-06-30 | As per Learning Programmes recorded against this Qual |