

SAPSI IMPLEMENTATION PLAN (2025–2029)

1. Programme Duration

sapsi **Proposed Start Date:** 01 October 2025

sapsi **End Date:** 30 December 2029

sapsi **Total Credits:** 240 (across three skill programmes)

sapsi **Qualification Levels:**

- Basic End User Computing – SP-240201 (NQF Level 03)
- Intermediate End User Computing – SP-240202 (NQF Level 04)
- Advanced End User Computing – SP-240203 (NQF Level 05)

2. Programme Structure

Delivery will follow the QCTO-aligned curriculum, including **Knowledge Modules (KMs)**, **Practical Skill Modules (PMs)**, and **Workplace Modules (WMs)**.

a. Knowledge Modules (KMs):

Learners will gain theoretical foundations in ICT and computing literacy:

- sapsi Computer Fundamentals & Digital Literacy
- sapsi Word Processing Applications
- sapsi Spreadsheets & Data Analysis
- sapsi Presentation Tools
- sapsi Databases & Information Management
- sapsi Internet & Email Communication
- sapsi Cybersecurity Awareness
- sapsi Advanced ICT Applications (Level 4 & 5 only)

Delivery Method: Blended learning (face-to-face + online LMS).

Facilitator: Qualified ICT instructors with ETDP SETA registration.

b. Practical Skill Modules (PMs):

Learners apply knowledge through hands-on skills:

- sapsi Computer Setup & Troubleshooting
- sapsi Document Creation & Editing
- sapsi Spreadsheet Modelling
- sapsi Business Presentations
- sapsi Database Design (Intermediate & Advanced)
- sapsi Cloud Applications & Collaboration Tools
- sapsi ICT Problem-Solving & Case Simulations

Training Includes: Lab exercises, group projects, role play, case studies.

3. Facilitators and Resources

Facilitator Details:

- sapsi ICT-related qualification (minimum Diploma)
- sapsi 5+ years' industry and training experience
- sapsi ETDP SETA-registered assessor

Physical Resources:

sapsi Training Rooms:

- Equipped with whiteboards, projectors, and sound systems
- Ergonomic seating for comfort and accessibility
- Breakaway rooms for group work
- On-site simulation space for practical activities

sapsi Learning Management System (LMS):

- Secure access via HA Proxy with 2048-bit SSL encryption
- Learning materials uploaded weekly with learner tracking

sapsi **Facilitator-to-learner ratio:** 1:15 (maximum)

ICT Security Measures:

- sapsi Sophos XGS 107 firewall for perimeter defense
- sapsi Web filtering and content inspection
- sapsi TLS v1.2 for encrypted data transmission
- sapsi LMS protected by reverse proxy and firewall
- sapsi Daily cloud-based backups via Veeam
- sapsi RED (Remote Ethernet Device) tunnels to secure datacenter



4. Learner and Staff Preparation

Staff Development:

- sapsi Initial and annual refresher training on:
 - QCTO curriculum structure and outcomes
 - External Integrated Summative Assessment (EISA)
 - Assessment methods, moderation standards, and evidence requirements

Learner Induction:

- sapsi Comprehensive orientation programme covering:
 - Qualification structure and expectations
 - Assessment procedures and appeals
 - Rights and responsibilities
 - Support services

Ongoing Support and Development:

- sapsi Continuous academic support from facilitators
- sapsi Scheduled formative assessments with feedback
- sapsi Career guidance and mentoring
- sapsi Mock assessments prior to EISA

5. Quality Assurance Strategy

Curriculum and Delivery Compliance:

- sapsi All content aligned to QCTO-registered qualification documents
- sapsi Delivery scheduled in line with notional hours and module sequencing

Qualified Personnel:

- sapsi All facilitators and assessors registered with relevant ETDP SETA
- sapsi Internal moderators appointed and trained on QCTO moderation policy

Moderation and Verification:

- sapsi Internal moderation scheduled quarterly
- sapsi External moderation and site verifications facilitated by QCTO and relevant AQP
- sapsi Pre-verification audits conducted internally to ensure readiness

Documentation and Records:

- sapsi Assessment records securely stored in compliance with POPIA
- sapsi Assessment instruments, feedback reports, and moderation checklists archived for 5 years
- sapsi Version-controlled documentation and audit trails maintained

Stakeholder Feedback and Review:

- sapsi Learner feedback collected per module and annually
- sapsi Workplace supervisor evaluations during WPBL
- sapsi Results used for annual curriculum review and facilitator development

Audit and Compliance Readiness:

- sapsi Internal audits conducted bi-annually
- sapsi Compliance checklists used for QCTO site visits
- sapsi Continuous improvement action plans developed from QA reports and stakeholder input

*This Implementation Plan ensures structured delivery of **Basic, Intermediate, and Advanced End User Computing** programmes from 2025–2029, guaranteeing learner competence, workplace readiness, and compliance with QCTO standards.*

