IT skills certificate

Komp u ter hulp

Non profit organisation Komp u ter hulp
Piet Heinstraat 42
2518 CJ The Hague
Instructor A.H. Mertens

A		ICT employee (level 2)	Total		Operating System		Hardware	
1		**Install hard and software**						
	1	Assembly of systems	7				■	7
	2	Dismantling systems	7				■	7
	3	Install and configure systems and (standard) applications	8		■	8		
	4	Creation of cabling infrastructure	7				■	7
	5	Installing Windows	7		■	7		
	6	Installing Ubuntu	8		■	8		
2		**Maintenance and management of hardware and software**						
	1	Preventing malfunctions and breakdowns	14		■	7	■	7
	2	Localisation and troubleshooting of faults and malfunctions	14		■	7	■	7
			0					
3		**Supporting system users**						
	1	Taking Incident Reports into Consideration	14		■	7	■	7
	2	Handling of incident reports	14		■	7	■	7
		Total	100					
		Parts	14					
		Average	7,14					

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B		ICT employee (level 3)	Total		Operating System		Hardware		Wireless		Networking		Security		Server	
1		**Install hard and software**														
	1	Assembly of systems	7				■	8								
	3	Install and configure systems and (standard) applications	23		■	8	■	8							■	7
	4	Creation of cabling infrastructure	14				■	7			■	7				
	5	Thin clients Linux Ubuntu	22		■	8	■	7			■	7				
	6	Thin clients Windows 10	29		■	8	■	7			■	7			■	7
2		**Maintenance and management of hardware and software**														
	1	Preventing malfunctions and breakdowns	35		■	7	■	7	■	7	■	7	■	7		
	2	Localisation and troubleshooting of faults and malfunctions	35		■	7	■	7	■	7	■	7	■	7		
3		**Supporting system users**														
	1	Instructing users	0													
	2	Taking into consideration incident reports PC recovery	23		■	8	■	8	■	7						
	3	Handling of incident reports	44		■	8	■	8	■	7	■	7	■	7	■	7
		Total	232													
		Parts	32													
		Average	7,25													

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C		ICT employee (level 3)	Total		Hardware		Server		Exchange	
		Install hard and software								
1		**Assembly of systems**								
	1	Install and configure systems and (standard) applications	7		■	7				
	2	Creation of cabling infrastructure	7				■	7		
	3	Thin clients Linux Ubuntu	7				■	7		
	4	Thin clients Windows 10	7						■	7
2		**Maintenance and management of hardware and software**								
	1	Preventing malfunctions and breakdowns	7				■	7		
	2	Localisation and troubleshooting of faults and malfunctions	7				■	7		
	3	Outlook / copy on derver	7				■	7		
		Total	49							
		Parts	7							
		Average	7,00							

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D		Network management (level 4)	Total	Operating System		Hardware		Wireless		Networking		Security		Server	
1		**Developing (parts of) information or media systems**													
	1	Determines the question and/or information requirement of the c	14	■	7	■	7								
	2	Creates a functional design	14	■	7	■	7								
	3	Creates a technical design	14	■	7	■	7								
	4	Makes a plan of action and draws up a schedule	14	■	7	■	7								
	5	Creates a test environment	42	■	7	■	7	■	7	■	7	■	7	■	7
2		**Managing (parts of) information or media systems**													
	1	Prevents malfunctions and breakdowns	42	■	7	■	7	■	7	■	7	■	7	■	7
	2	Locates and resolves faults and malfunctions	42	■	7	■	7	■	7	■	7	■	7	■	7
	3	Handles and handles incident reports	42	■	7	■	7	■	7	■	7	■	7	■	7
3		**Document and user instructions.**													
	1	Documenting practical assignments	8	■	8										
	2	Sets user instructions	7	■	7										
		Total	239												
		Parts	34												
		Average	7,03												

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A	**7,14**
B	**7,25**
C	**7,00**
D	**7,03**
Total	**28,42**
Average	**7,11**

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	Personal			
	Customer service and recovery			
	Take PC, record complaints, courtesy	8		■
	Troubleshooting Desktop	8		■
	Troubleshooting Laptop	8		■
	Miscellaneous, peripherals printers, cameras etc.	8		■
	Finishing, cleanliness working environment	8		■
	Total	40		
1	**Average**	**8**		
2	Present on time	9		■
	Inventiveness, problem solving capacity	8		■
	Be patient	7		■
	Stress resistance	7		■
	Working in a structured way.	7		■
	Cleanliness and tidying up work environment	7		■
	Customer service, courtesy, listening	8		■
	Use of language, general attitude	8		■
	Clothing	8		■
	Capable of handling a specified order as primary	7		■
	Total	76		
2	**Average**	**7,6**		
	Cluster 1	8,0		
	Cluster 2	7,6		
	Total	15,6		
	Overall average	**7,8**		

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Leerbedrijven

beroepsonderwijs bedrijfsleven

Informatie leerbedrijf

Stichting Komp u ter Hulp (100092331) - 'S-GRAVENHAGE

Opleidingsmogelijkheden

Hieronder ziet u de opleidingen waarvoor dit bedrijf is erkend.

ICT:

- ICT-beheerder (25189) (Niveau 4)
- Medewerker beheer ICT (25191) (Niveau 3)
- Medewerker ICT (25192) (Niveau 2)

VMBO Leerwerktraject / Boris:

- Boris (19009) (Niveau LWT)