

1. Title of the certificate (NL)
Ervaringsbewijs: ICT-ondersteuner (m/v)
In the original language

2. Translated title of the certificate
Certificate of professional competence: ICT assistant (m/f) (EN)
Titre de compétence professionnelle: support aux utilisateurs en informatiques (h/f) (FR)
This translation has no legal status.

3. Profile of skills and competences
<i>The occupational standard was developed and approved by the sectoral social partners.</i>
<p>The holder of the certificate of professional competence is able to:</p> <p>analyse ICT needs and problems:</p> <ul style="list-style-type: none"> ➤ ask relevant questions in order to diagnose the user's problem or need; ➤ consult sources (manuals, internet, ...) when making a problem or needs analysis; ➤ decide on the basis of agreements made whether (s)he can and/or may provide a solution; ➤ communicate the diagnosis in ICT terminology to the appropriate body if (s)he can and/or may not provide a solution him(her)self; ➤ detect common problems and take initiative to provide a structural solution. <p>support users:</p> <ul style="list-style-type: none"> ➤ translate technical messages into a language that can be understood by the users; ➤ inform users when new or modified applications and infrastructure are being introduced; ➤ if needed, support users when new or modified applications and infrastructure are being introduced; ➤ support users in case they have questions concerning the use of standard office applications and infrastructure; ➤ comply with existing agreements when solving ICT problems; ➤ give feedback to users on identified problems. <p>provide and maintain user infrastructure:</p> <ul style="list-style-type: none"> ➤ install user equipment and connect it according to the user profile; ➤ check printer and network settings with the user profile; ➤ check whether pre-installed software and applications are running appropriately; ➤ install non-standard user infrastructure using a manual; ➤ grant small computer material on the basis of existing agreements; ➤ follow specific instructions of the ICT department or of external suppliers when keeping up to date the user infrastructure. <p>carry out administration:</p> <ul style="list-style-type: none"> ➤ check whether serial numbers and licences of installed user infrastructure correspond to the inventory and correct when needed; ➤ manage small computer material stock on the basis of existing agreements; ➤ transmit requests and orders in a structured manner; ➤ follow up request and order administration; ➤ check whether deliveries are in conformity with orders.

Explanatory note

This document is designed to provide additional information about the specified certificate and does not have any legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications, Council Resolution 96/C224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EG of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

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4. Range of sectors and occupations relevant to the holder of the certificate

The holder of the certificate of professional competence may work as an ICT assistant.

5. Official basis of the certificate

Name and legal status of the body awarding the certificate <i>Test centre recognized by the Flemish government</i>	Name and legal status of the national/regional authority providing accreditation/recognition of the certificate Flemish Ministry of Employment and Social Economy <i>Koning Albert II laan 35 box 21 1030 Brussels</i>
Level of the certificate (national or international) <i>Flemish level</i> <i>RAC (Recognition of Acquired Competences)</i>	Grading scale / Minimum requirements <i>All competences as described under point 3 must be proved.</i>
International or European regulation	
Legal basis <ul style="list-style-type: none"> <i>Flemish Government Order of 23 September 2005 implementing the Decree of 30 April 20004 on obtaining a certificate of occupational competence</i> <i>Ministerial Order of 5 October 2010 determining the standard for the title of ICT assistant (= certificate of professional competence)</i> 	

6. Officially recognized ways of acquiring the certificate

Description of followed pathways	Percentage of the total programme (%)	Duration (hours/weeks/months/years)
Recognition of Acquired Competences (RAC)	100	Max. 4 hours
Total duration of the assessment leading to the certificate		Max. 4 hours
Additional information <i>The assessment was developed according to the ICT assistant standard, as established and approved by worker and employer representatives from the sector. The assessment consists of a criterion oriented interview and direct observation of the process in an occupationally relevant context. The actual assessment is done by 2 evaluators according to the ICT assistant standard.</i>		
More information is available at: www.ervaringsbewijs.be		
Flemish overview of Europass Certificate supplements <i>You can download the Flemish Europass Certificate supplements in different languages and find a description of the national and regional systems for qualifications at:</i> www.europass-vlaanderen.be/cs		