



## 1. TITLE OF THE CERTIFICATE (NL)

**Diploma Beroepsonderwijs**  
**Kwalificatie: Medewerker ICT support**  
**Kwalificatiedossier: ICT support**

In the original language

## 2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

**Certificate Senior Secondary Vocational Education**  
**Qualification: IT support worker**  
**Qualification file: IT support**

This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

Core task 1: Installing and maintaining hardware, software and network and infrastructure components

- 1.1 Prepares devices for use
- 1.2 Installs and maintains software
- 1.3 Assembles network and infrastructure components

Core task 2: Dealing with reports

- 2.1 Receives and registers incoming reports
- 2.2 Solves reports and escalates reports

## 4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THE CERTIFICATE

The IT support worker works at or for companies that use ICT systems. As a result, the work environment is very broad. He/she can be employed in small, medium-sized or large enterprises, profit and non-profit organisations, (commercial) businesses and certainly also (semi)government bodies. Depending on the size and/or structure of the organisation, work will often be carried out in a service-oriented environment, in which support to the client and users is of key importance.

## 5. OFFICIAL BASIS OF THE CERTIFICATE

**Name and status of the body awarding the certificate**

The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.

**Name and status of the national/regional authority providing accreditation/recognition of the certificate**

Ministry of Education, Culture and Science

**\* 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/C 224/04 of 15 July 1996 on the transparency of vocational training certificates, and Recommendation 2001/613/EC 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.

More information is available at: <http://www.europass.cedefop.europa.eu/>

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#### 5. OFFICIAL BASIS OF THE CERTIFICATE

<p><b>Level of the certificate (national or international)</b>                  Qualification level 2 of the Dutch VET qualification structure                  Characteristics: intended as an initial qualification, which everyone should at least obtain. The participant develops skills in order to be able to carry out practical tasks and is responsible for his or her own block of tasks.                  NLQF-niveau 2 - EQF level 2 - ISCED 3C</p>	<p><b>Grading scale / Pass requirements</b></p> <table style="border: none;"> <tr><td>10</td><td>excellent</td></tr> <tr><td>9</td><td>very good</td></tr> <tr><td>8</td><td>good</td></tr> <tr><td>7</td><td>very satisfactory</td></tr> <tr><td>6</td><td>pass</td></tr> <tr><td>5</td><td>fail</td></tr> <tr><td>4</td><td>unsatisfactory</td></tr> <tr><td>3</td><td>very unsatisfactory</td></tr> <tr><td>2</td><td>poor</td></tr> <tr><td>1</td><td>very poor</td></tr> </table>	10	excellent	9	very good	8	good	7	very satisfactory	6	pass	5	fail	4	unsatisfactory	3	very unsatisfactory	2	poor	1	very poor
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<p><b>Access to next level of education/professions</b>                  A qualified IT support worker can often progress to the study course IT management assistant (level 3). Study courses in a technical/engineering environment may also appeal.</p>	<p><b>International agreements</b></p>																				
<p><b>Legal basis</b>                  Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 25607                  The education and training for this qualification is offered as of 01-01-2020.</p>																					

#### 6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbi).

In the school-based pathway, the majority of the course consists of theory at school. The extent of the practical component (vocational practice) is between 20% and 60%. In the training on the job pathway, the extent of vocational practice is at least 60% of the course. The participant works four days a week in a training company, and attends school for theory subjects just one day a week.

In principle it is possible to follow both learning pathways, but which pathway is offered will depend on the individual educational institution.

<p><b>Average duration of the education/ training leading to the certificate</b></p>	<p><b>2 years (3200 study hours) (depending on previous education)</b></p>
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**Entry requirements**

The certificate preparatory vocational secondary education (vmbo) basic vocational programme, or a comparable level.

#### 7. ADDITIONAL INFORMATION

Dutch senior secondary VET is based on qualification files, that each contain one or more qualifications. The information included in part 3 and 4 is derived directly from the qualification file determined by the Minister of Education, Culture and Science. The complete qualification file can be found at [kwalificaties.s-bb.nl](http://kwalificaties.s-bb.nl), only in Dutch.

Optional subjects are linked to the qualification. The optional subjects have a total size of 15% of the course duration. The optional subjects completed by the student are listed on the certificate.

Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP): [www.s-bb.nl](http://www.s-bb.nl). The NRP is the information centre for vocational qualifications in the Netherlands. SBB has been appointed in this capacity by the Ministry of Education, Culture and Science.