



## 1. TITLE OF THE CERTIFICATE (NL)

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

In the original language

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

**Certificate Senior Secondary Vocational Education**  
**Qualification: ICT management assistant**  
**Qualification file: ICT support**

This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

Core task 1: Installs and maintains hardware, software and connections

- 1.1 Preparing for use systems, peripherals and applications
- 1.2 Replacement, repair and/or (dis)assembly of systems and peripherals
- 1.3 Realisation of connections

Core task 2: Treats incident reports

- 2.1 Working and registering of incidents
- 2.2 Resolves and/or escalates incidents

Core task 3: Offers support to users

- 3.1 Drafting of instructions
- 3.2 Providing the users with an oral explanation
- 3.3 Performing after-services

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

The ICT management assistant can work at a small, medium-sized or large company (profit or non-profit), (commercial) enterprises and (semi-) governmental institutions that also work with ICT.

## 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 3 of the Dutch VET qualification structure                  Characteristics: implementation of more than just the own block of tasks. The professional is able to account for his or her actions towards colleagues, and monitors and supervises the work of others. The range of tasks also includes drafting work preparation procedures.                  NLQF-niveau 3 - EQF level 3 - 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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2	poor																				
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<p><b>Access to next level of education/professions</b>                  An ICT management assistant can develop through VET-level 4 educations such as Network and media manager, ICT manager and Application developer.</p>	<p><b>International agreements</b>                  ICT management assistant is not a regulated profession in the Netherlands. However, the education and training for this profession on qualification level 3 is regulated under the European directive 2005/36/EC, amended by directive 2013/55/EU. The regulated education and training gives access to regulated professions at the level of a diploma according to article 11 of this directive.</p>																				
<p><b>Legal basis</b>                  Act on Vocational Education and Training (WEB), registered number of qualification (crebo): 25191                  The education and training for this qualification is offered as of 01-08-2015.</p>																					

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

<p>Senior secondary vocational education features two learning pathways: the school-based pathway (bol) and the training on the job pathway (bbl).                  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>	
<p><b>Average duration of the education/ training leading to the certificate</b></p>	<p><b>3 years (4800 study hours) (depending on previous education)</b></p>
<p><b>Entry requirements</b>                  The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical programme, or a comparable level.</p>	

#### 7. ADDITIONAL INFORMATION

<p>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 <a href="http://kwalificaties.s-bb.nl">kwalificaties.s-bb.nl</a>, only in Dutch.</p> <p>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.</p> <p>Additional information, including a description of the Dutch national qualifications system, is available at the Netherlands National Reference Point (NRP): <a href="http://www.s-bb.nl">www.s-bb.nl</a>. 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.</p>
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