

# CERTIFICATE SUPPLEMENT (\*)

## 1. TITLE OF THE CERTIFICATE (NL)

**Diploma Beroepsonderwijs**  
**Kwalificatie: ICT-beheerder**  
**Kwalificatiedossier: ICT- en mediabeheer**  
In the original language

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

**Certificate Senior Secondary Vocational Education**  
**Qualification: ICT manager**  
**Qualification file: ICT and media management**  
This translation has no legal status

## 3. PROFILE OF SKILLS AND COMPETENCES

The most important duties of an ICT manager are:

Core task 1: Develops (parts of) information systems

- 1.1 Determines de question and/or information-/ media needs of the client
- 1.2 Contributes to the drafting of a functional design
- 1.3 Drafts a technical design
- 1.4 Realises a test environment

Core task 2: Implements (parts of) information systems

- 2.1 Contributes to the implementation plan
- 2.2 Implements (part of) the information system
- 2.3 Evaluates the implementation

Core task 3: Manages (parts of) information systems

- 3.1 Prevents malfunctions of the information system
- 3.2 Locates and repairs malfunctions in the information system
- 3.3 Drafts and monitors procedures for the benefit of the information system
- 3.4 Secures the information system

Core task 4: Offers support to system users

- 4.1 Processes and settles incident notifications
- 4.2 Gives support with the acceptance test

Core task 5: Organises a (standing) service desk

- 5.1 Operates a service desk
- 5.2 Manages a service desk
- 5.3 Drafts user manuals

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

An ICT manager works in the ICT and media sector. He usually works at ICT service companies, media enterprises or the ICT/media department of miscellaneous companies. It is also not unusual that an ICT manager is seconded from ICT service companies.

The ICT manager focuses on the digital information system, which consists of a hardware, software and human component. The work usually involves developing a complete information system for a whole department within an organisation, but it can also involve the establishment of a specific workstation.

#### 5. OFFICIAL BASIS OF THE CERTIFICATE

<p><b>Name and status of the body awarding the certificate</b> The certificate issued on completion of the programme is signed by the examination board at the school where the pupil attended the programme.</p>	<p><b>Name and status of the national/regional authority providing accreditation/recognition of the certificate</b> Ministry of Education, Culture and Science</p>																				
<p><b>Level of the certificate (national or international)</b> Qualification level 4 of the Dutch VET qualification structure Characteristics: non-job related skills such as tactical and strategic capacities. The professional bears his or her own responsibility, which is not only related to practical implementation in terms of monitoring and supervision, but also a more formal, organisational responsibility. The range of tasks also includes drafting new procedures. NLQF level 4 - EQF level 4 - ISCED 3A</p>	<p><b>Grading scale / Pass requirements</b></p> <table border="0"> <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> Based on work experience, an ICT manager can develop on the labour market to an all-round or supervising position, such as project manager, team leader, head of a department, technical director, studio manager or coordinator. Many ICT managers develop into positions such as application manager or head of ICT. For an ICT manager, there are plenty of possibilities to develop through an ICT-related higher professional education, such as Business computer science, Computer science, Technical computer science and information service &amp; management, Media technology, ICT media design and Game development. In the media sector there is also a higher professional management education.</p>	<p><b>International agreements</b> The profession of ICT manager is not regulated in the Netherlands. However the education and training for this profession on qualification level 4 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): 25189 The education and training for this qualification is offered as of August 1, 2015.</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 (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.

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

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

<b>Average duration of the education/ training leading to the certificate</b>	<b>3 years (4800 study hours) (depending on previous education)</b>
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#### **Entry requirements**

The certificate preparatory vocational secondary education (vmbo) advanced vocational programme, combined programme, or theoretical 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 <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.