



# QEF

queen elizabeth's  
foundation for  
disabled people

## Vocational Services

QEF Vocational Services specialise in training people with disabilities, for sustainable employment.

## Technology Skills – CISCO Academy

**The Cisco IT Essentials: PC Hardware and Software programme covers the fundamentals of PC hardware and software. On completion of this programme candidates will be able to describe the internal components of a computer, assemble a computer system, install an operating system, and troubleshoot using system tools and diagnostic software.**

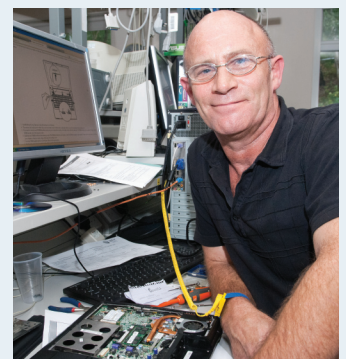
The programme encourages and develops skills such as collaboration, problem solving and practical application of knowledge through hands-on activities and network simulations.

The Cisco IT Essentials helps prepare for entry-level ICT career opportunities such as Help Desk Operator or Desktop Support Technician within a variety of industries including technology, education, healthcare, local authority, financial services and more.

Skills development is carried out in a live workshop environment providing real work opportunities and interaction with customers and colleagues. The programme includes the following:

- Safe procedures and tool use.
- Computer assembly.
- Basics of preventative maintenance and troubleshooting.
- Operating Systems including Windows XP, Vista and 7.
- Laptops and portable devices.
- Printers and scanners.
- Fundamental networking including cable making.
- Fundamental security.
- Communication skills and customer service.

Some topics are also covered at an advanced level.



ECDL (European Computer Driving Licence) will be part of the programme which will develop and enhance IT user skills with Microsoft Office 2007.

All provision is subject to change based on Awarding Organisation requirements

### For further details and a referral form contact:

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