



**Institute of Advanced Technology**

# Certificate

*of*  
**Competence**

*This is to certify that*

***Tobias Popo Simiyu***

*has demonstrated the required standard of competence*

*in the*

***User Support Professional***  
***course***

*Conducted between 08 Jan 2007 and 27 April 2007*

*at*

***IAT***

*And obtained a 'Distinction' grade*

*Chairman, IAT, Board of Examiners*

**Test Centre Administrator**

See overleaf for course coverage

**Certificate No.**  
**P 23655**



This Certificate is not valid  
without the IAT Test Centre Seal

# Course Coverage

## User Support Professional

This 152-hour, instructor-led course helps students gain knowledge and skills covering the following areas.

- ◆ ◆ Appreciate the architecture of the computer system.
- ◆ ◆ Disassemble and correctly re-assemble a PC.
- ◆ ◆ Effectively support and troubleshoot PC hardware, software and peripherals.
- ◆ ◆ Describe the Microsoft MS-DOS 6.22 architecture, its features and the booting process.
- ◆ ◆ Install, configure and troubleshoot Microsoft Windows 9x, Windows NT, Windows 2000 and Windows XP.
- ◆ ◆ Control and troubleshoot the Windows 9x and MS-DOS boot sequence.
- ◆ ◆ Manage files, folders, and partitions.
- ◆ ◆ Install, configure, and support printing in Windows applications.
- ◆ ◆ Apply basic concepts of networking and the Internet.
- ◆ ◆ Take appropriate security measures to protect the hardware, software and data.
- ◆ ◆ Conduct technical support over the telephone.

### EVALUATION GUIDE

DISTINCTION	A candidate with this grade has attained an exceptional level of competence and will work effectively and efficiently on a personal computer as a PC Technician in areas listed under course coverage.
CREDIT	A candidate with this grade has attained a high level of competence and will work effectively on a personal computer in areas listed under the course coverage.
PASS	A candidate with this grade has attained a high level of familiarity with contents listed under the course coverage and will work efficiently on a personal computer with some guidance.