



Sistema Qualità Certificato
in conformità alla norma
UNI EN ISO 9001:2000.
Certificato n° SQ.41823.

Certified Quality System
in compliance with the standard
UNI EN ISO 9001:2000.
Certificate n° SQ.41823.

WOMEN AND NEW TECHNOLOGIES

FUNDED BY	PROVINCE OF SIENA
DURATION AND METHODOLOGY	640 HOURS — 240 CLASSROOM HOURS — 160 ELEARNING HOURS — 240 INTERNSHIP HOURS
PRE-REQUISITES	Basic IT skills
COURSE OBJECTIVES	Provide the participants with the necessary skills to enable them to manage external relations using the English language and to resolve technical problems linked to the use of new technologies
BENEFICIARIES	15 unemployed women
CLASSROOM TYPE	Classroom, IT laboratory
LANGUAGE OF LESSONS	Italian
PROFESSIONAL PROFILE	Participants who passed the final exam attained the qualification of Technical Assistance

TRAINING PROGRAMME

MODULE 1	HARDWARE ASSISTANCE (75 CLASSROOM HOURS AND 45 ELEARNING HOURS)
	Introduction Internal components and peripherals Components Memorising data and preparation of technical interventions
MODULE 2	SOFTWARE ASSISTANCE (50 CLASSROOM HOURS AND 70 ELEARNING HOURS)
	Archiving data Software applications Operating systems
MODULE 3	DATA NETWORKS ASSISTANCE (80 CLASSROOM HOURS)
	Types of networks and components Network structure Planning and configuration of a network Protocols for the transmission of data Processes for the management of data shared within a company Security and protection of the system
INTERNSHIP	First phase of the Internship (80 hours)
MODULE 4	TECHNICAL ASSISTANCE MANAGEMENT (10 CLASSROOM HOURS)
	Identification of a problem at distance Problem solving and management Organisation of intervention Technical communication with the client
MODULE 5	PREVENTION AND SECURITY IN THE WORKPLACE (15 HOURS ELEARNING)
	Risks regarding the use of IT Prevention and protections measures
TRANSVERSAL MODULE	CAREER PLANNING, SELF-ESTEEM AND CREATIVITY (40 CLASSROOM HOURS AND 30 ELEARNING HOURS)
	Understanding the main information channels for finding employment Job searching techniques Expectations of companies
INTERNSHIP	Second phase of the Internship (160 hours)
FINAL EXAM	Written test, Interview and Practical test (15 hours)