



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.  
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## FROM WOMAN TO WOMAN COURSE FOR TECHNICAL – LANGUAGE ASSISTANTS

<b>FUNDED BY</b>	PROVINCE OF PRATO
<b>DURATION AND METHODOLOGY</b>	480 HOURS — 400 CLASSROOM HOURS — 80 INTERNSHIP HOURS
<b>PRE-REQUISITES</b>	Basic IT skills
<b>COURSE OBJECTIVES</b>	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
<b>BENEFICIARIES</b>	20 unemployed women
<b>CLASSROOM TYPE</b>	Classroom, IT laboratory
<b>LANGUAGE OF LESSONS</b>	Italian
<b>PROFESSIONAL PROFILE</b>	The participants who completed the final exam have completed the first level of the specialisation for Technical-Language assistants.

### TRAINING PROGRAMME

<b>MODULE 1</b>	<b>BUSINESS ENGLISH (142 CLASSROOM HOURS)</b>
	Grammar revision Communication and Conversation On the telephone English and the Internet Managing correspondence
<b>MODULE 2</b>	<b>TECHNICAL ASSISTANCE FOR HARDWARE, SOFTWARE AND NETWORKS(150 CLASSROOM HOURS)</b>
	Hardware Peripheral management Operating system Office Internet and E-mail Network management
<b>MODULE 3</b>	<b>ORGANISATION OF ASSISTANCE SERVICES (50 CLASSROOM HOURS)</b>
	Identification of a problem at distance Problem solving and management Organisation of intervention Technical communication with the client Security norms
<b>INTERNSHIP</b>	<b>INTERNSHIP (80 HOURS)</b>
<b>MODULE 4</b>	<b>BUSINESS MANAGEMENT</b>
	Introduction to entrepreneurship Business idea and the entrepreneurial profile Marketing programmes Financial and economic planning Funding sources The Business Plan
<b>TRANSVERSAL MODULE</b>	<b>CAREER PLANNING</b>
	Understanding the main information channels for finding employment Job searching techniques Expectations of companies
<b>FINAL EXAM</b>	Written test, Interview and practical test (15 hours)