

2017

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A. MICROSOFT OFFICE APPLICATIONS

Version: 2007/2010/2013

- | | | |
|------|-----------------|---------------------------------------|
| I. | MS Word: | Basic – Intermediate – Advance Levels |
| II. | MS Excel: | Basic – Intermediate – Advance Levels |
| III. | MS Power Point: | Basic – Intermediate – Advance Levels |
| IV. | MS Access: | Basic – |
| V. | MS Publisher: | Basic – Intermediate – Advance Levels |
| VI. | MS Visio: | Basic – Intermediate – |

B. END-USER COMPUTING FOR BUSINESS PLUS NQF LEVEL 2/3 LEARNERSHIPS

- I. Word Processing
- II. Power Point Presentation
- III. Spreadsheets
- IV. Using Electronic Mail
- V. Using the Internet
- VI. Basic PC and IT concepts
- VII. Database
- VIII. Fundamentals (English & Maths)

C. BUSINESS SUPPORT END-USER COMPUTING (OFFICE ADMINISTRATION)

- I. Keyboard “QWERTY” typing skills
- II. Windows XP/7/8/10 Operating Systems
- III. Windows advance users interface
- IV. Help Desk software user support
- V. Help Desk hardware desktop technical support
- VI. Computer training and facilitation of courses for administration staff

D. WORDPRESS WEBSITE DESIGN AND DEVELOPMENT

- I. Install WordPress CMS to server
- II. cPanel hosting and software installations
- III. Domain Name Server configuration and redirect
- IV. Install and configure basic plug-ins
- V. Install and configure special use plug-ins
- VI. Search engine optimization keyword configuration
- VII. Website menus and footer configuration setup
- VIII. Configure special widgets for sidebar content summary
- IX. Articles posting and keyword optimization
- X. Check and interpret web browsing cPanel analytics

E. SOCIAL MEDIA CONNECTIVITY SETUP AND MANAGEMENT

- I. Header pages graphics design and installation
- II. Facebook / Twitter / YouTube / Google + setup and configure
- III. Facebook products and services cataloguing
- IV. Facebook App licensing and integration to Fan Pages
- V. Setup App for Facebook product/services integration display (Fan page)
- VI. Configure App to Facebook Product & Services
- VII. Deploy and management product catalogue
- VIII. Maintain and train staff to manage App and catalogue
- IX. Post and setup Campaigns on Facebook

F. BLOGGER PUBLISHING AND TRAINING

- I. Setup blogger publishing platform
- II. Configure blogger brand template
- III. Install basic blogger plug-ins
- IV. Configure blogger layout navigation
- V. Setup Google “adsense” and monetization
- VI. Setup Google analytic tracking code
- VII. Create content and posts
- VIII. Label post, articles and categories for blogger
- IX. Utilize and SEO keyword with videos, photos, slideshow or audio
- X. Maintain and train staff to use platform

G. YOUTUBE CHANNEL BRANDING & MARKETING

- I. Create and setup a YouTube channel for business
- II. Create animated sales or training videos
- III. Setup internal/external training courses with WordPress
- IV. Brand the channel to optimize social interaction
- V. Optimize channel with keyword Google SEO keyword planner
- VI. Integrate YouTube channel to blogger/WordPress website

H. BUSINESS PODCAST TRAINING AND EDUCATION RADIO CHANNEL

- I. Create a custom product for use by customers on channel
- II. Create a custom induction for use by staff on channel
- III. Prepare and plan podcast content for target audience
- IV. Create special employee induction training with podcast
- V. Record and host podcast channel on behalf of client
- VI. Prepare and plan future channel programming
- VII. Share and promote podcast on social media platforms

I. LEARNERSHIP TRAINING AND DEPLOYMENT & POE ADMINISTRATION

MICT SETA	ACCREDITATION UNIT STD	2017
1. Course: End –user Computing NQF 3	a. 49077 : I.T. End-user Computing	Level 3
2. STATUS: Valid until- 2017	b. 48573 I.T. Systems Support	Level 5
3. YEAR: (Apr. 2011 – Apr. 2017)	c. 48964 I.T. Technical Support	Level 4

J. TRAINING AND MANAGEMENT EXPERIENCE: 9+ YEARS

K. REFERENCES: (Contact information available on request)

Aranka:
HCM Manager

Hugo:
I.T. Operations Manager

Matthew:
Training Sales Manager



L. SETA ACCREDITATIONS



CONTACT INFORMATION

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