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# Vzdrževalec/vzdrževalka informacijsko-komunikacijske opreme in storitev

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## Selected qualifications

<b>Name of qualification</b>	Vzdrževalec/vzdrževalka informacijsko-komunikacijske opreme in storitev
<b>Translated title (no legal status)</b>	Maintainer of information and communication equipment and services
<b>Type of qualification</b>	Nacionalna poklicna kvalifikacija, SOK raven 4
<b>Category of qualification</b>	Poklicna kvalifikacija
<b>Admission requirements</b>	<ul style="list-style-type: none"><li>• At least one year of work experience in the field of maintenance of information and communication equipment and services or</li><li>• evidence of independent work in the field of maintenance of information and communication equipment and services, evidenced by authentic documents (reference letters and / or reports on work performed signed by the responsible person and / or contract and / or proof of student work, etc.), from which show the time of performance of work lasting at least one year and the content of the work performed.</li></ul>
<b>ISCED field</b>	Field Informacijske in komunikacijske tehnologije (IKT)

## ISCED subfield

subfield načrtovanje in administracija podatkovnih baz in računalniških omrežij

## Qualification level

SQF 4  
EQF 4

## Learning outcomes

The candidate is able to:

- use the hardware and software and services he needs in his work
- monitor innovations in the profession and learn for life about new hardware and software and services
- receive and review the technical documentation and work plan and plan their work accordingly
- quality implementation of the work plan in accordance with professional standards and principles of rational use of human and material resources
- participate in a group and document the work done
- observe safety and environmental standards at work
- follow the company's values, use good business practices, act ethically and in accordance with the sustainable development of society
- manage waste economically / sustainably and understand the economic and environmental effects of waste recycling
- install, operate and maintain hardware and software information and communication equipment and services
- provide assistance to users of information and communication equipment and services, ensure security in the operation of information and communication equipment and services
- receive and transmit information on work, work process and condition and deficiencies of hardware and software and services

## Accessors

Verification and assessment are carried out by committees for the verification and validation of national vocational qualifications, appointed by the National Examination Centre (NEC). Committee members must be licensed by the National Examination Centre. Licences may be found [here](#).

## Assessment and completion

### POTRJEVANJE

V postopku svetovanja kandidat pripravi osebno zbirno mapo, ki jo komisija ovrednoti, in če je kandidat v njej predložil verodostojna, veljavna in ustrezna dokazila o znanjih, spretnostih in kompetencah iz poklicnega standarda, lahko komisija:

- prizna znanja in spretnosti poklicnega standarda v celoti,

- prizna znanja in spretnosti poklicnega standarda delno in določi tista znanja, spretnosti in kompetence, ki jih bo preverjala,
- ne prizna nobenih znanj in spretnosti poklicnega standarda, ker kandidat ne dokazuje nobenih znanj, spretnosti in kompetenc iz poklicnega standarda, in bo preverjala smiselno celotni poklicni standard.

## NAČINI PREVERJANJA STROKOVNIH ZNANJ IN SPRETNOSTI

Praktično preverjanje z zagovorom: izdelek z zagovorom in praktična naloga z zagovorom

Kandidat pred neposrednim preverjanjem pripravi izdelke po izboru in navodilih komisije:

- krajši program z izvorno kodo v določenem programskem jeziku ter skripte za avtomatizacijo določenih opravil (kreiranje varnostne kopije zahtevanih podatkov) in
- interna navodila za ravnanje ob danem scenariju (npr. uporaba nove informacijsko-komunikacijske opreme/storitve, ravnanje ob izrednih dogodkih, namestitve ali menjava digitalnih potrdil, obravnava zlonamerne e-pošte, prijava napak ...) ter
- pripravi vsaj dve novici iz strokovne literature.

Navodila za pripravo izdelkov, ki jih mora kandidat pripraviti predhodno, določi komisija po pregledu osebne zbirne mape. Kandidat z izdelki dokaže obvladovanje zahtevanih poklicnih kompetenc po zahtevah poklicnega standarda.

Ob predstavitvi izdelkov na preverjanju kandidat opravi tudi ustni zagovor, ki obsega preverjanje znanj in spretnosti, ki so vključene v posamezno operativno delo v poklicnem standardu Vzdrževalec/vzdrževalka informacijsko-komunikacijske opreme in storitev.

Kandidat lahko izdelke priloži k osebni zbirni mapi (v postopku svetovanja).

## VALIDATION

During the guidance process the candidate prepares a portfolio, which is assessed by a committee. If the portfolio submitted by the candidate contains authentic, valid and adequate proof of the knowledge, skills and competences defined in the occupational standard, the committee may:

- validate the contents of the occupational standard in full,
- validate the contents of the occupational standard in part and define the knowledge, skills and competence to be verified,
- refuse to validate any of the contents of the occupational standard because the candidate has not provided proof of any of the knowledge, skills and competences defined in the occupational standard, in which case it will verify the occupational standard in full.

## VERIFICATION METHODS

Practical defense with oral defense: example product and practical task with oral defense

Before the direct examination, the candidate prepares the products according to the selection and instructions of the commission:

- a short program with source code in a specific programming language and scripts for automating certain tasks (creating a backup copy of the required data) and
- internal instructions for dealing with a given scenario (eg use of new information and communication equipment / service, handling of emergencies, installation or exchange of digital certificates, handling of malicious e-mails, reporting errors...) and
- prepare at least two news items from the professional literature.

Instructions for the preparation of products, which the candidate must prepare in advance, are determined

by the commission after reviewing the personal portfolio. With the products, the candidate demonstrates mastery of the required vocational competences according to the requirements of the occupational standard.

When presenting the products at the examination, the candidate also performs an oral defense, which includes the examination of knowledge and skills that are included in individual operational work in the occupational standard Maintenance / maintainer of information and communication equipment and services.

The candidate can attach the products to a personal portfolio (in the counseling process).

## Condition for obtaining certificate

Candidates demonstrate attainment of the knowledge, skills and competences defined in the catalogue of standards of vocational knowledge and skills.

## Awarding body

Providers of procedures for identifying and validating national vocational qualifications are entered in a register of providers maintained in the relevant database of the National Reference Point for Occupational Qualifications. Providers include: vocational schools, companies, inter-company training centres, adult education centres and chambers of commerce.

URL

<https://www.nrpslo.org/podrobnosti/izvajalec-pregled/24372431>

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