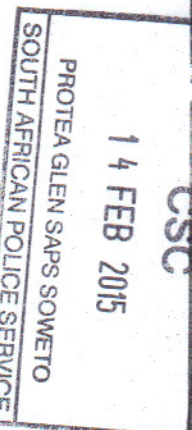


Certificate of Course Completion



Cisco Networking Academy®

Mind Wide Open

IT Essentials: PC Hardware and Software

During the Cisco Networking Academy® course, administered by the undersigned instructor, the student was able to proficiently:

- Define Information Technology (IT) and describe the components of a personal computer
- Describe how to protect self, equipment and the environment from accidents, damage, and contamination
- Perform a step-by-step assembly of a desktop computer, and install and navigate an operating system
- Explain and perform preventive maintenance
- Explain the steps of the troubleshooting process and perform basic troubleshooting
- Install and navigate an operating system
- Upgrade or replace components of a laptop, printer, or scanner based on customer needs
- Configure computers to attach to an existing network
- Implement basic physical and software security principles
- Apply good communication skills and professional behavior while working with customers
- Assess customer needs, analyze possible configurations, and provide solutions or recommendations for hardware, operating systems, networking, and security

VAAL UNIVERSITY OF TECHNOLOGY
DEPARTMENT: PROCESS CONTROL
AND COMPUTER SYSTEMS

R TSHIVHENGGA

Student

Vaal University of Technology

Academy Name

Vanderbijlpark

Location

Mota, Matrinta

Instructor

Handwritten signature: R TSHIVHENGGA
 RANK: CSK
 MAGSNUMMER: 1150961
 PERSOONL. NO: 5011211
 I certify that this document is a true reproduction (copy) of the original document which was handed to me for authentication. I further certify that from my observations, an amendment or a change was not made to the original document.

November 26, 2012

Date

Instructor Signature

Handwritten signature of instructor