MENTORTRAIN – IT (EQF level 5)

Learning outcomes (LO)	Competences to be assessed
LO1 User interface (website creation)	- Knowledge of software operation - Knowing the user - Communication with the user - Identification of functionalities - Identification of database required - Presentation of required data - GDPR adaptations - Explaining problems to the user - Understanding the user - Understanding the user process - Understanding user needs - Brainstorming with a designer - Optimizing the user experience - Product intuitiveness - Regularly check feedback to prepare improvements
LO2 Knowledge of modern trends (applications)	- Regular upgrade and upskilling in new software solutions - Regular upgrade and upskilling in the use of new applications - Regular upgrade and upskilling in new tools and hardware solutions - Propose novelties into the local system where relevant for the user - Application of novelties into the local system where relevant for the user
LO3 IT support and maintenance	- Knowledge of local network and appliances - Knowing the diverse local users - Communication with the users with a diverse IT background - Explaining problems to the user with a diverse IT background - Solving problems for the user with a diverse IT background - Understanding user needs - Optimizing the user experience - Product intuitiveness - Regularly check feedback to prepare improvements

LO4 Gaming	- Knowledge of the domain - Propose solutions for local user - Applying solutions for local user - Applying basic changes for the purposes of the local user - Testing applied changes with user - Validation of changes and functionalities - Regularly check feedback to prepare improvements