



Cambridge TECHNICALS in IT



Unit 1: Communication & Employability Skills for IT

Introduction

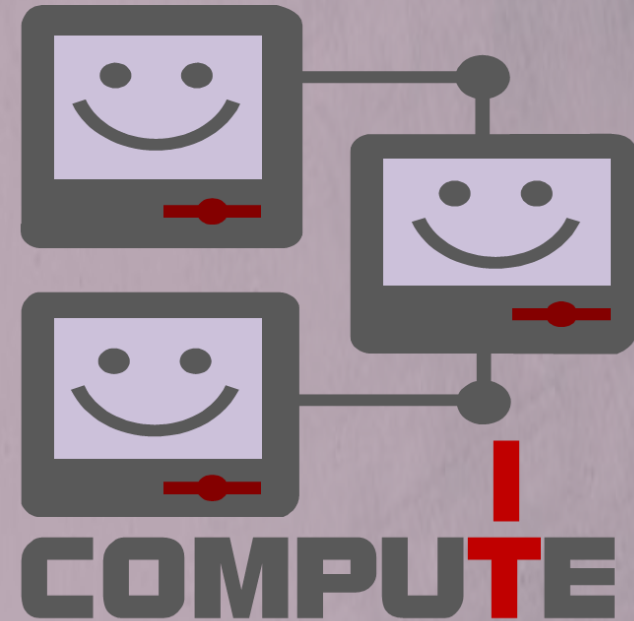


Compute-IT



- *Compute-IT* is a new IT company based in Kent. They offer services to both businesses and private clients. Their key roles include:

- Network set-up and maintenance
- Application development
- PC repairs
- Software installation
- Help-desk
- IT-related advice and guidance
- Running an informational blog for clients



About this Unit



- Your role in *Compute-IT* is Communication Co-ordinator. In this role you will be in charge of facilitating all communication with customers. This will include:
 - Preparing job descriptions and person specifications
 - Training employees on effective communication with clients
 - Using IT tools to communicate with clients and staff
 - Checking written communication before it is sent to clients



Deadline



- The deadline is your last IT lesson of the week-ending:

9th November

- Once the work has been marked you will be given approximately two weeks to make the necessary improvements.

