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1	Exploring an IT company	Company profiles A tour of the company The structure of a company & organization charts
2	Installing & configuring hardware	Building your own PC Advising customers Installing hardware safely
3	Looking after customers	Making a phone call Setting up an IT system Finding out information from a customer
4	Installing & customizing software	Types of software Installation & customization Problems & error messages
5	Troubleshooting	Common computer problems Dealing with flow charts Telephone hotlines
6	IT security	Security problems Viruses & other types of attack Acceptable use policies
7	Trade fairs	Participating at a trade fair Meetings & agendas Presentations
8	Handling orders & complaints	Placing & taking an order Complaints Formal & informal correspondence
9	Managing a networking project	Different types of topology Organizing a networking project Quotations Dealing with problems
10	Applying for a job	Job adverts & qualifications CVs & covering letters Interviews

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