INTERVIEW

UNIT 5 Former Student

INTRODUCTION

A job in **Computing Support** involves setting up and maintaining computing systems and providing help and training to computer users.

Qualifications in computing available in the United Kingdom include:

Higher National Certificate (HNC) – this is a qualification available in a wide variety of subjects that is studied in a college after leaving school. It can be studied as a full-time course but is often studied part-time. It normally takes a year to complete.

Higher National Diploma (HND) – this is a higher qualification than an HNC, also available in a wide range of subjects and studied at college, often after completing an HNC. It is, however, at a lower level than a degree which is studied at a university. It is usually a full-time course and can take one or two years to complete.

Course subjects and topics discussed in this unit include:

Computer Architecture	the way that the components of a computer are connected together
HW Installation & Maintenance	installing and maintaining **hardware** (computer equipment)
Info Tech Applications	ways of using Information Technology (**IT**)
Multi-user Operating System	a set of programs used for controlling a computer such as a mainframe that can be used by many users at the same time
Network Technology	systems involved in connecting computers together
Software Development Life Cycle	the stages in developing a new computer program and training users how to use it
Standalone Computer System Support	setting up and maintaining computers that are not connected together in a network
Software Development Procedural Language	writing computer programs using a computer language that operates using modules called procedures
Data Communications, Telecommunications	transmitting and receiving data across a network system that uses the telephone network e.g. the Internet
Information Systems & Services, IT and Information Systems, Systems Building	creating systems for providing business information using combinations of computer applications programs
Systems Development	stages involved in developing a computer system
Project Management	organising a computer development project
Applications	using **applications programs** such as wordprocessors, spreadsheets and databases

Communica Making Presentatio
Creating a database, Learning A
Systems Analysis
Programn Writing a program
Compute and Applicati
Network Comman
Compil Interpr

UNIT 5 INTERVIEW

Former Student

Paul is 24. He has a Higher National Certificate in Computing and a Higher National Diploma in Computing Support which he completed two years ago. He has been working for a company providing support services for the last eighteen months.

STARTER **1** Study this list of some of the subjects included in his Diploma course. In which of these subject areas would he study the topics which follow?

1 Computer Architecture
2 HW Installation & Maintenance
3 Info Tech Applications (1)
4 Info Tech Applications (2)
5 Multi-user Operating System
6 Network Technology
7 Software Development Life Cycle
8 Standalone Computer System Support
9 Software Development Procedural Lang.
10 Data Communications
11 Information Systems & Services
12 Systems Development
13 Communication
14 Project Management
15 Mathematics for Computing

a LAN Topologies
b PC Bus Architectures
c Modems
d How to connect printers
e Unix Operating System
f Pascal
g Writing a program
h Creating a database
i Maintenance of desktops
j Wordprocessing and other office applications
k Binary system
l Making presentations

LISTENING

2 🎧 Listen to Part 1 of the recording to find the answers to these questions:

1 Which of the subject areas listed in Task 1 does Paul mention?
2 Which additional subjects does he mention?
3 Why did he choose to do his Diploma in support?
4 What practical work was included in the course?
5 Which subject did he particularly enjoy?

3 🎧 Listen to Part 2 of the recording and answer these questions:

1 What suggestions does Paul have for improving the course? Note a) his suggestions for improvement and b) the reasons he gives.
2 Which of the subjects he studied has he found useful in his work? Note a) the subjects and b) examples in the work situation.

4 🎧 Listen to Part 3 of the recording to answer these questions:

1 In which situations does Paul have to learn fast?
2 What sources does he use for help?
3 What advice did the college provide on sources of information?
4 What was the problem with the set book?
5 How does he feel about going back to college?

LANGUAGE WORK Revision: Past simple questions

Study these examples of questions about the past.

Asking about quantity:
How many days a week did you study?
How much programming did you do?

Asking about time:
When did you study Communication?

Asking about people:
Who taught you Maths?
Whose classes did you most enjoy?

Asking about things:
What made you choose computing support?
What did you like most?

Asking about actions:
What did you do on Fridays?
What happened on Monday mornings?

5 Study this description of a student's first term. What questions might the interviewer have asked to obtain the information in italics?

In her first term Pauline studied 6 *subjects*[1]. She had classes on *four days*[2] each week. On Monday morning *she had IT and Information Systems*[3]. *Tuesday*[4] was a free day for home study. On Wednesday she had Systems Analysis *in Room 324*[5]. She studied *Computer Architecture*[6] on Thursdays. *Programming*[7] happened on Friday mornings. Communication took place *once a week*[8] on Friday afternoons. She liked *Mr Blunt's classes*[9] most. She had a 15-minute coffee break each day and a lunch break *from 12.00 to 1.00*[10].

WORD STUDY | **6** ***up-* and *-up* verbs** Complete each gap in these sentences with the appropriate form of the correct verb from this list:

back up *keep up* *update*
build up *set up* *upgrade*
catch up *start up* *upload*
free up

1 To avoid losing data, you should ..... your files regularly.
2 You can ..... your PC by adding a new motherboard.
3 Delete some files to ..... space on your hard disk.
4 Data is ..... from regional PCs to the company's mainframe each night.
5 The operating system boots when you ..... your computer.
6 She's taking a course to ..... her knowledge of computing.
7 The computer checks the memory when it ..... .
8 He ..... a website to advertise his travel company.
9 You can ..... with developments by reading PC magazines.
10 If you miss a class, you can study the hand-outs to ..... .
11 The image in a digital camera is ..... from a red, green and blue image.

SPEAKING **7** **Role Play** Work in pairs. Using the tapescript for Part 1 of the interview, on page 196, play the parts of the Interviewer and Paul.

WRITING **8** Study this description of a computer course. Then write a description of your own computing course, or one of its components, in the same way.

Computer Use and Applications

AIMS:

1 To introduce complete beginners to computer systems.

2 To give a basic foundation in computer technology and to introduce appropriate terminology.

3 To give a description of the major components (hardware and software) which make up a computer system.

4 To show how computer systems are used in commerce and industry.

5 To give practical experience in using various systems.

DESCRIPTION:

The course is in four parts.

Part 1 Introduction to college computer science facilities, including how to access the computers, the Unix filestore, using email, the editor and simple network commands.

Part 2 The basic structure of computer hardware and systems software. Topics include compilers vs interpreters and memory management.

Part 3 Introduces some more advanced software tools, documentation tools and language processors.

Part 4 Discusses various uses of computers including spreadsheets, databases, communications and impacts on society.

STAFF:

Dr Peter Jones

METHOD AND FREQUENCY OF CLASS:

Two lectures per week with practical exercises once every two weeks.

ASSESSMENT:

Three formal coursework assignments.