



28th June, 2025

Date of Award



**DIPLOMA**

**NORMAN SHANGWA**

has received this award for successfully  
completing the course:

**Diploma in Information Technology Support  
and Security**

To verify:



7444-3054320

[alison.com/verify/e782de691e](https://alison.com/verify/e782de691e)

*Maere Richardson*  
Director of Certification



# Alison

## Academic Transcript

Certificate Number: [AC-7444-3054320](#)

This is to certify that the management of Alison awarded Norman Shangwa the certificate of completion in Diploma in Information Technology Support and Security under the category Information Technology (IT) on 28th June 2025.

Validation: You can check authenticity of this certificate by visiting the following link:  
<https://alison.com/verify/e782de691e>

Name: [Norman Shangwa](#)

Email: [nshangwa@live.co.uk](mailto:nshangwa@live.co.uk)

Country: [Zimbabwe](#)

### Certificate Details

Diploma in Information Technology Support and Security

[Score: 92]

### Course Details

Are you ready to launch a rewarding career in IT support and security? The demand for skilled professionals is growing as businesses rely on secure and efficient technology. Many struggle with system failures, cyber threats, and network issues, making expert IT support essential. This information technology course equips you with the knowledge to keep systems running and data secure. You will develop hands-on skills in troubleshooting, network security, and cloud management while mastering essential IT infrastructure and operating systems. From preventing cyber threats to handling remote IT support, this course prepares you for real-world challenges. Learn best practices in IT ethics, automation, and scripting to enhance efficiency and ensure smooth operations in any organisation. With a strong focus on problem-solving and security, this course trains you to manage IT environments effectively. You will gain expertise in hardware, software, and virtualisation, ensuring seamless user experiences.

*Maeve Richardson*

Director of Certification





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## Academic Transcript

### Modules Studied

IT Support Fundamentals

Information Technology Security

Prevention and Response in IT Security

Networking in ICT

Interim Assessment 1 - Diploma in Information Technology Support and Security

Hardware and Peripherals

Software Management and OS Troubleshooting

Troubleshooting and Problem Solving

Remote Technology Solutions

Interim Assessment 2 - Diploma in Information Technology Support and Security

Cloud Computing and Virtualisation

IT Professionalism, Ethics, and Automation

Course assessment

*Maeve Richardson*

Director of Certification

