

ADRIG CERTIFICATION

Flat 10, Warwick Court 51 St. Marks Road Windsor, England, SL4 3BD United Kingdom

CERTIFICATE OF PROGRAMME CERTIFICATION

IT Service Desk Practice

This is to certify that the programme above, delivered by Palo Verde Technology Institute, Albuquerque, New Mexico, United States, has been independently assessed against the ADRIG Course Quality Standard (ACQS v4.2) and is certified at Level 2 under category ADR-TEC - Technology & Software.

The programme was submitted for blended delivery and is certified on that basis: the provider is authorised to run this class at any venue it operates.

Certification detail

Approval number: ADRIG-CRS-2026-0166

Category: ADR-TEC - Technology & Software

Level: Level 2

Guided learning hours: 18

Delivery: Blended

Named trainer: Erica Salcedo

Certified provider: Palo Verde Technology Institute

Provider ID: ADRIG-P-00051

Provider licence: ADRIG-CPL-2026-0051

Certified on: 20 October 2026

Valid until: 20 October 2029

Rounds of assessment: 3

Scope and conditions

Certification covers this programme as approved, delivered by the trainer named in the approval file. Any material change to the programme, its trainer or its venue must be notified to the Registrar within twenty business days. Delivery is subject to unannounced surveillance.

Learner awards are issued by ADRIG only after evidence of delivery has been verified. Each award carries a unique number and is independently verifiable on the public register.

Verification

This certification, and the full record of how it was assessed, can be checked free of charge and without an account at www.adrigcertifications.com/verify using approval number ADRIG-CRS-2026-0166. The register is the authoritative record; this document is a copy of

it.

Signed: Adrien Akash, Registrar

For and on behalf of ADRIG Certification

ADRIG certification is independent quality assurance of training. It is not a regulated national qualification and confers no statutory licence to practise.