

This Apprenticeship programme is ideal for new entrants. It is also designed to provide progression and re-skilling routes for existing IT Professionals in networking, computer hardware systems and systems support roles.

The two qualifications provide the knowledge and skills required to progress in a wide range of IT roles.

Who is this qualification suitable for?

- Database administrator
- IT product developer
- Telecommunications technician
- Systems support desk technician
- Web designer
- Software developer
- Network installation and support technician

ICT Systems Support

These units are knowledge units, and the learner will be required to spend some time with e-learning and then undertaking coursework assignments. They will need time allocated to them to complete these throughout their apprenticeship.

- Customer Support Provision
- Install and configure ICT equipment and operating systems
- Install, configure and maintain software
- ICT systems monitoring and operation
- Web fundamentals
- Networking principles

ICT Professional Competence

All of these units are assessed in the workplace through observations, personal statements, recordings and using other methods such as audio and video recordings.

Mandatory Units

- Health and Safety in ICT
- Develop own Effectiveness and Professionalism
- Interpersonal and Written Communication
- Software Installation and Upgrade
- Using Email
- Spreadsheet Software
- ICT System Operation

Optional Units

- Introduction to IT Systems Development
- Testing ICT Systems
- Remote Support for Products and Services
- User Profile Administration
- Technical Fault Diagnosis
- Working with ICT Hardware and Equipment