CQM Learning

QUALIFICATION Information

Not what you need?
Challenge CQM to find the right
training solution for you: 0114 281 5781

IT, SOFTWARE, WEB & TELECOM PROFESSIONAL
LEVEL 3 DIPLOMA

This Apprenticeship programme is designed to enhance your career or provide progression and re-skilling routes for existing IT Professionals in networking, computer hardware systems and systems support roles.
These qualifications provide the knowledge and skills required to progress in a wide range of ICT 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

Pathway A   15 month duration
- Diploma in ICT Systems and Principles
- Diploma in ICT Professional Competence

One of the following:
- CompTIA A+

Or
- MTA Networking Fundamentals
- MTA Server Administration Fundamentals
- MTA Security Fundementals

Or MCP Accreditation
- MCSA Configuring Windows 8/10
- MCSA Managing and Maintaining Windows 8/10

Pathway B   12 month duration
- Diploma in ICT Systems and Principles
- Diploma in ICT Professional Competence

ICT Professional Competence
Mandatory Units
- Health and Safety in ICT
- Develop own Effectiveness and Professionalism
- Interpersonal and Written Communication
- Software Installation and Upgrade
- Security of ICT Systems

Optional units
- Technical Advice and Guidance
- Technical Fault Diagnosis
- Testing ICT Systems
- Working with ICT Hardware and Equipment
- System Operation
- User Profile Administration
- Remote Support for Products and Services
- Investigating and Defining Customer Requirements
- Quality Management of ICT Products and Services
- Designing and Developing a Website

ICT Systems and Principles
- Customer Support Provision for the ICT Professional
- Maintain ICT Equipment and Systems
- Networking Principles
- Install, Configure and Upgrade ICT Software
- Install, Configure and Integrate Network Hardware and software
- Principles of ICT System and Data Security
- Plan for the delivery of ICT support services & assist in the
- acquisition of ICT systems