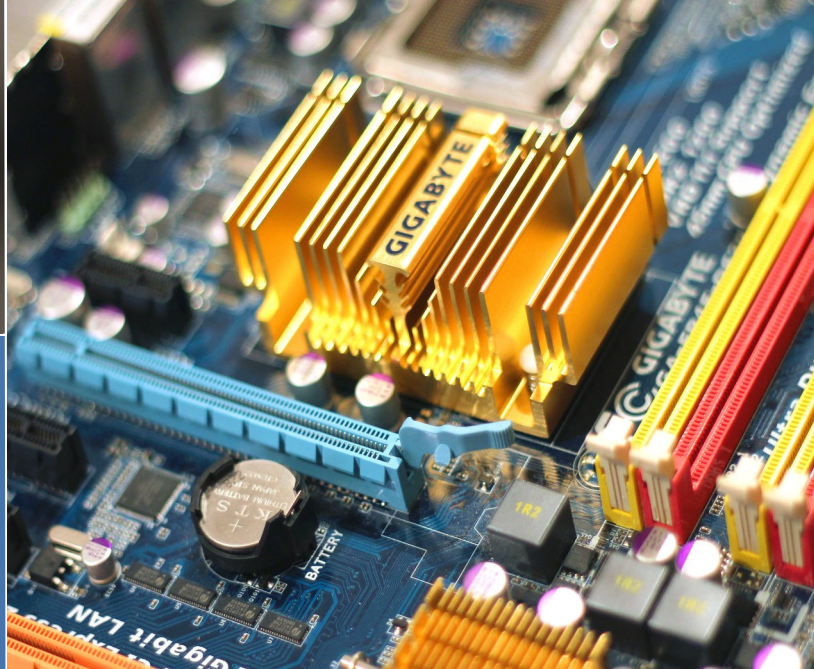


Level 2 Apprenticeship for IT, Software, Web & Telecoms Professional



This apprenticeship is for people who would enjoy providing support in dealing with technological systems and software. A nationally-recognised training programme combining real work with learning and training, both on and off the job.

Level 2 Apprenticeship for IT, Software, Web & Telecoms Professional

The Level 2 Apprenticeship for IT, Software, Web & Telecoms Professional is designed for individuals whose job role is primarily dedicated to provide efficient and effective technical and software support to the IT team. Apprentices will be responsible for the maintenance of computer equipment, development of staff knowledge and skill using IT resources, and identifying and remedying software, hardware and network faults. Learners must be at least 16 years old with a keen interest in working as part of a team and have a 'can do' attitude.

Job Titles	Job Roles
Support Technician	Setting up new equipment or upgrading existing systems
Website Administrator	Monitoring website content and editing and uploading material as required
Helpdesk Professional	Working with customers (primarily over the phone and via e-mail) to identify, troubleshoot and escalate IT faults
Field Operations (Line installer & repairer)	Travel to customer sites to install, connect, maintain, test and repair equipment and services

Progression

The apprenticeship pathway will prepare learners to progress to the Level 3 Apprenticeship or continue in their job role and undertake a range of professional job-specific qualifications and training with the possibility of a promotion. Some apprentices may elect to continue their technical studies and embark upon job-specific professional/vendor qualifications.

Building Your Qualification

The Apprenticeship is equivalent to five GCSE passes, comprised of both knowledge and competence qualifications. In addition the apprenticeship is supported by qualifications in functional skills and employee rights and responsibilities.

Level Two Diploma in Professional Competence: The competence qualification of this apprenticeship has 57 Credits and 375 Guided Learning Hours. All units are listed on the reverse side.

Level Two Award in ICT Systems and Principles for Practitioners: The knowledge qualification of this apprenticeship has 15 credits and 115 guided learning hours. The units are listed on the reverse side.

Functional Skills: There are no formal entry requirements in order to become an apprentice but, to successfully complete the framework, learners must achieve qualifications in:

- Level 1 English
- Level 1 Mathematics
- Level 1 Information and Communications Technology (ICT)

Employee Rights and Responsibilities: The ERR element of this framework will be met by completion of a workbook.

Qualification Overview

Level Two Diploma in Professional Competence

Learners will complete all of the following mandatory units:

Unit Reference #	Title	GLH	Credits
Y/601/3317	Develop own effectiveness and professionalism	30	6
Y/500/7183	Health and Safety in ICT	15	3

Learners will complete all of the following optional units:

Unit Reference #	Title	GLH	Credits
K/500/7382	Working with ICT hardware and equipment	80	9
A/601/3293	Technical fault diagnosis	75	12
D/500/7329	Software installation and upgrade	80	9
F/601/3506	Technical advice and guidance	50	9
A/500/7158	Customer care in ICT	45	9

Level Two Award in ICT Systems and Principles for Practitioners

Learners will complete all of the following mandatory units:

Unit Reference #	Title	GLH	Credits
L/601/3508	Principles of ICT system and data security	45	6
Y/602/0610	Maintaining equipment and IT systems	70	9

Employment

The Basics	
<ul style="list-style-type: none">Duration: minimum 12 months	<ul style="list-style-type: none">Mentoring
<ul style="list-style-type: none">Hours: minimum 30 per week, with time off for training	<ul style="list-style-type: none">Annual leave, contract of employment, salary

Resources and Support

Youthforce offers a wide range of support for apprenticeships, including:

- One-to-one tutorials
- Comprehensive Support
- Action learning with peers
- Classroom sessions
- Distance E-learning

Contact Youthforce

Youthforce is dedicated to employer led training. For a conversation on how we can work together to develop your workforce through apprenticeships please get in touch.

01273 776 779

admin@youthforce.co.uk

www.youthforce.co.uk

