



IT Services and Development – Level 2

Apprenticeship Learning Programme

Organisation Responsible: e-skills UK

Apprenticeship framework requirements:

NVQ:	IT Practitioner Level 2
<i>Awarding Body: City & Guilds</i>	(ITP)
Key Skills	Application of Number Level 1 Communication Level 1
<i>Awarding body: City & Guilds</i>	
Employment Responsibilities and Rights:	ERR is covered in a combination of the NVQ and Induction.

Certification: On completion of the above programme the Learner will receive a nationally recognised Certificate for each of the above disciplines.

Apprenticeship:

Apprenticeships are nationally designed training programmes for those who have already left full time education or are already in employment. They provide a combination of on and off-the-job training whilst being paid.

They are intended to provide an integrated programme of learning leading to the acquisition and application of the skills, knowledge and understanding required by employers.

The completion of an Apprenticeship framework shows both current and potential employers that the holder has achieved competence in the skills covered by the Apprenticeship, has demonstrated the knowledge required by the Apprenticeship and has attained the level of transferable skills required by all Apprenticeships.

NVQ:

National Vocational Qualifications (NVQs) are designed to help people improve their skills, knowledge and understanding in the jobs that they do, and once they have achieved a National Standard, to recognise that achievement by awarding a certificate. NVQs are written using National Occupational Standards which have been produced in close consultation with industry so that any qualification produced from them will be what industry actually needs. This means that anyone with

an NVQ certificate can use it as proof that they can use certain skills competently in the workplace; this will help when applying for a job with a new employer or for a promotion with a current one. Employers can use the qualifications as a benchmark to make sure that all of their employees are



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trained to the level that they need.

This NVQ is suitable for those working in IT systems support, customer support, repair and response centres.

To achieve the NVQ you will complete the mandatory units and select, with the help of your assessor, your further chosen units. Each unit is given a value and you will achieve a final overall points total of 130, 60% of the chosen optional units must be achieved at level 2.

Unit Titles	Unit Values		
	Level 1	Level 2	Level 3
Mandatory Units			
- Health and Safety in ICT and Contact Centre	5	-	30
- Develop personal and organisational effectiveness	10	20	30
Optional Units			
- Customer care	10	20	30
- Data analysis and data structure design	-	15	25
- Interpersonal and written communication	5	15	30
- Investigating and defining requirements	-	20	30
- Managing software development	-	-	30
- Quality Management of ICT products and service	-	-	30
- Remote support for products or services	10	20	30
- Security of ICT systems	5	-	30
- Software development – component creation	-	20	30
- Software development – design	-	25	35
- Software installation and upgrade	10	20	30
- System management	-	15	30
- System operation	10	20	30
- Technical advice and guidance	5	15	30
- Technical fault remedy selection	5	15	25
- Testing ICT systems	10	20	30
- User profile administration	-	15	25
- Working with ICT	10	20	30

There are further optional units taken from other City and Guilds awards such as Team Leading and IT User, full details of these can be obtained from the City and Guilds website.

Key Skills:

Mandatory

Application of Number Level 1
Communication Level 1

Optional (not required for the framework but will give additional certificates)

Working with Others Level 2
Improving own Learning and Performance Level 2
Problem Solving Level 2

Employment Responsibilities and Rights

The ERR is covered during the course of the induction and NVQ. This aims for the learner to develop knowledge and understanding about the world of employment. This includes the rights and responsibilities of workers, the role of their organisation within the wider industry and the effect of public law and policy on industry.