



IT User – Level 2

Apprenticeship Learning Programme

Organisation Responsible: e-skills UK

Apprenticeship framework requirements:

NVQ:	IT User Level 2
<i>Awarding Body: City & Guilds</i>	(ITQ)
Key Skills	Application of Number Level 1 Communication Level 1
<i>Awarding body: City & Guilds</i>	
Technical Certificate:	Not required
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 trained to the level that they need.

iTQ is a new kind of NVQ, written to a new set of National Occupational Standards for the 21st century. It still retains the founding principles of assessing and certifying workplace competence, but it does it in a much more flexible way so that all IT users can achieve certificates.

To achieve the NVQ you will complete the mandatory unit 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, 25 points come from the mandatory unit and the remaining 105 from the optional units, 60% of which must be achieved at level 2.

Unit Titles	Unit Values		
	Level 1	Level 2	Level 3
Mandatory Units			
- Make selective use of IT	-	25	-
Optional Units			
- Operate a computer	10	20	30
- IT troubleshooting for users	5	15	25
- IT maintenance for users	5	15	25
- IT security for users	5	15	25
- Internets and intranets	5	15	25
- E-mail	5	15	25
- Word processing software	10	20	30
- Spreadsheet software	10	20	35
- Database software	10	20	35
- Website software	10	20	35
- Artwork and imaging software	10	20	35
- Presentation software	10	20	30
- Specialist or bespoke software	10	20	30
- Evaluate the impact of IT	5	15	25
- Use IT systems	5	15	25
- Use IT to exchange information	5	15	25
- Sector specific unit	10	20	30

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.

