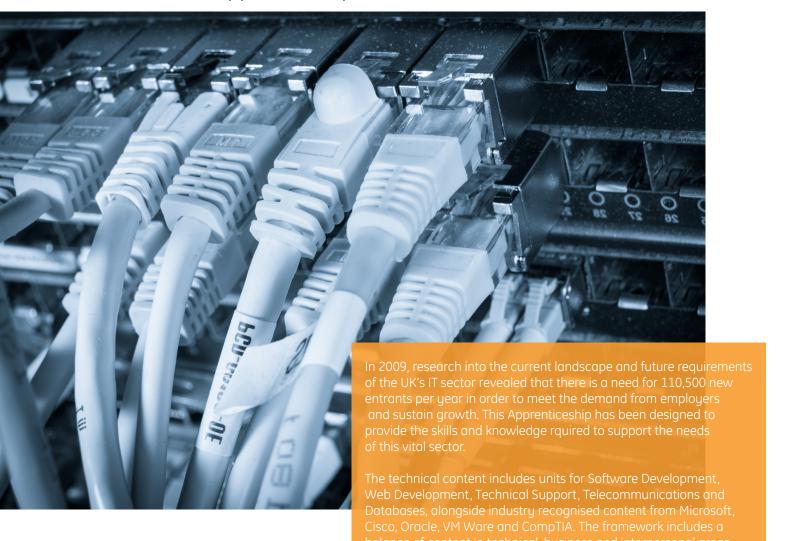


# IT, SOFTWARE, WEB & TELECOMS PROFESSIONALS

Level 2 Intermediate Apprenticeship Level 3 Advanced Apprenticeship





www.learningunlimiteduk.com 0345 850 1055

Learning Unlimited is one of the country's leading providers of Apprenticeships, offering more than 70 different Apprenticeships in 40 subject areas, from Level 2 (Intermediate) to Level 5 (Higher). Learning Unlimited centres are based in Chesterfield, Nottingham, Derby and Manchester, providing dedicated support to more than 2,000 employers across Derbyshire, Nottinghamshire, South Yorkshire and the North West.







# **Entry requirements**

Applicants should ideally have good English, maths and ICT skills. Many of the job roles associated with this Apprenticeship require those with good analytical and problem-solving skills, attention to detail and the ability to work within a team.

# Suitable job roles

- Technician
- Website Administrator Support
- Helpdesk Professional
- Field Operations (Line Installer and Repairer)

# **Typical duties**

- Setting up new equipment
- Upgrading existing systems
- Editing and uploading website content
- Working with customers to identify and troubleshoot IT faults (over the phone or via email)
- Testing and repairing equipment at customer sites

#### **Units**

- Health and Safety in IT
- Technical Fault Diagnosis
- Remote Support
- Software Installation and Upgrades

Additional optional units can be chosen to suit the needs of the apprentice and the employer.

#### **Qualifications achieved**

Apprenticeships consist of different qualifications, each of which recognises the achievement of a specific set of skills, enhanced knowledge or level of attainment in a particular subject area.

- Level 2 Diploma in Professional Competence for IT and Telecoms Professionals
- Level 2 Award in ICT Systems and Principles
- English Level 1
- Maths Level 1
- ICT Level 1

Apprentices also develop qualities and skills needed for success in learning and life in the following areas:

- Employment Rights and Responsibilities
- Personal Learning and Thinking Skills

#### **Progression**

Employment or the Level 3 Advanced Apprenticeship in IT, Software, Web and Telecoms Professionals.



#### **Entry requirements**

Applicants should have good English, maths and ICT skills or have successfully completed the Level 2 Intermediate Apprenticeship. Many of the job roles associated with this Apprenticeship require those with good analytical and problem-solving skills, attention to detail and the ability to work within a team.

# Suitable job roles

- Software/Web Developer
- Desktop Support Engineer
- Technician
- Network Engineer

# **Typical duties**

- Testing software applications before they are released
- Maintaining company networks, including servers, software and security
- Creating software applications and websites
- Installing and troubleshooting desktop PCs
- Maintaining the security of company databases

## **Units**

- Technical Advice and Guidance
- Testing ICT Systems
- Fault Diagnosis
- Maintain ICT Equipment and Systems

Additional optional units can be chosen to suit the needs of the apprentice and the employer.

#### **Qualifications achieved**

Apprenticeships consist of different qualifications, each of which recognises the achievement of a specific set of skills, enhanced knowledge or level of attainment in a particular subject area.

- Level 3 Diploma in ICT Professional Competence
- Level 3 Diploma in ICT Systems and Principles
- English Level 2
- Maths Level 2
- ICT Level 2

Apprentices also develop qualities and skills needed for success in learning and life in the following areas:

- Employment Rights and Responsibilities
- Personal Learning and Thinking Skills

### **Progression**

Employment in a range of roles within the industry or higher level study on a HNC/HND or Foundation Degree.