

# IT, SOFTWARE, WEB & TELECOMS PROFESSIONALS

Level 2 Intermediate Apprenticeship  
Level 3 Advanced Apprenticeship



In 2009, research into the current landscape and future requirements of the UK's IT sector revealed that there is a need for 110,500 new entrants per year in order to meet the demand from employers and sustain growth. This Apprenticeship has been designed to provide the skills and knowledge required to support the needs of this vital sector.

The technical content includes units for Software Development, Web Development, Technical Support, Telecommunications and Databases, alongside industry recognised content from Microsoft, Cisco, Oracle, VM Ware and CompTIA. The framework includes a balance of content in technical, business and interpersonal areas, designed to ensure apprentices have an appropriate set of skills to operate in today's IT and Telecoms job roles.



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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.



The Chesterfield College Group



### 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.