

Information Technology Intermediate (Level 2)

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business
development
@southport
college

This apprenticeship develops the knowledge, skills and behaviours required for IT roles such as support technician, website administrator and helpdesk professional. As an intermediate level apprentice you could work as a support technician setting up new equipment or upgrading existing systems or as a helpdesk professional working with customers to identify, troubleshoot and escalate IT faults.

Why study this course

- Do you want to progress in a career in IT or network support?
- Is there a requirement for you to help your organisation work more effectively with information systems and IT support?
- Do you currently have a role that would allow you to develop the skills and knowledge within this qualification?
- Do you currently work in an IT support role but are not yet qualified?

Who is the course aimed at?

You can train in roles like:

- Support technician
- Website administrator
- Helpdesk professional
- Field operations (line installer and repairer)

What you will study

This will depend on the pathway chosen from Software & Web Development, Technical Support, Telecommunications, or IT project Management but would include areas such as:

- Computer maintenance
- Computer networks
- Operating systems
- Programming techniques
- Database design
- Web Design

Knowledge and Skills you will develop

This will depend on the pathway chosen from Software & Web Development, Technical Support, Telecommunications, or IT project Management but would include areas such as:

- Maintenance processes/ basic elements and architecture of computer systems/ Operating Systems/ testing methodologies / Health and Safety/ Optimisation of performance of hardware, software and Network Systems/ business

processes and IT skills/ accordance with organisation policies and procedures/ Database Systems/ Service Level Agreements / development lifecycles/ Programming/ HCI/ CSS/ HTML5

Behaviours you will develop

- Ability to work both in a team and sometimes alone.
- The ability to focus on assisting customers and colleagues find solutions to problems.
- The ability to work logically, efficiently and methodically, often under pressure.
- Good attention to detail and the ability to deliver what is required, when it is required.
- Be open to change and focus on the requirements of the business at all times

Entry requirements

- You will need to complete initial assessments in maths and English and take part in an interview with a member of our Assessment Team.
- You will need to be working in an environment that will provide you with the opportunities to learn and develop IT skills in an advanced capacity

How long will it last?

- 12-18 months

How will it be delivered?

- The Level 2 Diploma in Professional Competence will be delivered in your workplace on a one-to-one basis with your assessor. This will be assessed through the completion of a portfolio of evidence.
- The Level 2 Diploma in IT will be delivered on day release 1 day per week at college.
- This will be achieved by passing assignment work and tests. Maths and English development will be delivered through a mixture of College based sessions and assignments in the workplace.

- Employment Rights and Responsibilities will be embedded into the Level 2 Diploma in Professional Competence delivery.
- You and your employer must demonstrate a commitment to off the job training to support completion of this apprenticeship.

Qualification gained

- Level 2 Diploma in Professional Competence for IT & Telecoms Professionals.
- Level 2 Diploma in IT.
- Level 1 Maths, English and ICT Functional Skills.
- Employment Rights and Responsibilities.
- Working towards Level 2 English and maths.

Progression to further study

Intermediate Apprentices, with support and opportunities in the workplace, can progress onto:

- Advanced Apprenticeship in IT
- Further education to undertake other IT related qualifications
- With additional training, you may be able to progress in your career to roles including:
- Support Technician
- Website Administrator
- Helpdesk Professional
- Field Operations

Further details

- Further details on this framework can be found at www.afo.sscalliance.org/frameworks-library/index.cfm?id=FR03900

Who to contact

- For more information about apprenticeships, funding and training, please contact our Business Development Team on 01704 392817 or email on employer@southport.ac.uk

Apprenticeships at Southport College

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