Information Technology Advanced (Level 3)

This apprenticeship develops the knowledge, skills and behaviours required for IT roles such as support technician, website administrator and helpdesk professional. As an advanced 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 word 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?

→ *Have an interest in design and creativity, with good attention to detail.*

→ *Have a mathematical or analytical mind.*

→ *Are able to analyse and solve problems.*

→ *Are able to work to deadlines and work well under pressure.*

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:

→ *Project management techniques*

→ *Computer software/hardware*

→ *Network 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:

→ *Problem solving*

→ *Computer hardware*

→ *Programming techniques*

→ *Networking*

→ *Cyber security*

→ *Web Development*

→ *Team working*

→ *Customer Service*

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?

→ *Can be delivered in the workplace or can be delivered by a day release*

Qualifications gained

→ *Level 3 Diploma in Professional Competence.*

→ *Level 3 Subsidary Diploma in IT.*

→ *Maths and English and IT skills development*

→ *Employment Rights and Responsibilities*

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

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