



ICT Professional Competence

Level 2

Overview – Who is this qualification for?

Level 2 is ideal for those looking to work as, or starting out as, a systems analyst, system support technician, web designer or software developer.

This qualification comprises two mandatory units and a wide range of optional units selected to meet national occupational standards or specific vendor requirements:

The Level 2 Diploma in ICT Professional Competence apprenticeship's primary purpose is to lead onto employment. It comprises of two mandatory units that provide guidance on self-development and being safe in the work place and a wide range of optional vocational units, to provide skills and knowledge to underpin a range of job roles within the ICT industry.

The Level 2 Diploma in ICT Professional Competence is designed for those looking to develop and practice the skills required for gaining employment into the IT and Telecoms sector.

Funding Band: £4000

Course Units

The two mandatory units are:

- Develop own effectiveness and professionalism
- Health and safety in ICT

Optional units include such topics as;

- Customer care in ICT
- Interpersonal and written communication
- Remote support for products or services
- Security of ICT system • Software installation and upgrade
- System operation
- Technical advice and guidance
- Technical fault diagnosis
- Testing ICT systems
- Working with ICT hardware and equipment
- Imaging software
- Database software
- Vendor qualifications such as Microsoft, Cisco and CompTIA

As part of the framework, you will also achieve Level 2 Award in ICT Systems and Principles (500/3475/3)