



ICT Professional Competence

Level 3

Overview

The Level 3 Apprenticeship is ideal for those looking to progress in their career or to learn new ICT skills. It is also appropriate for those looking to enter higher education.

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 3 Diploma in ICT Professional Competence qualifications primary purpose is to lead onto employment and comprises of two mandatory units that provide skills in self development and the knowledge to remain safe in the work place. You will then select from a wide range of optional vocational units that comprises over 80% of the qualification to provide skills and knowledge to underpin a range of job roles within the ICT industry.

Funding Band: £4000

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 3 certificate in ICT Systems and Principles (500/3476/5)