

# Apprentice Qualifications – September 2011

## Advanced Apprenticeship for IT, Software, Web & Telecoms Professionals

### BTEC Level 3 Extended Diploma in ICT Systems and Principles

Unit Name	Unit Level	Unit Credits
Unit 2 – Working in the IT Industry	2	5
Unit 13 – IT Fault Diagnosis and Remedy	2	10
Unit 10 – Setting up an IT Network	2	10
Unit 12 – IT Technical Support	3	10
Unit 4 – Impact of the use of IT on Business Systems	3	10
Unit 29 – Installing and Upgrading Software	3	10
Unit 25 – Maintaining Computer Systems	3	10
Unit 9 – Computer Networks	3	10

### Key Skills

- Level 2 Key Skills in Application of Number
- Level 2 Key Skills in Communications
- Level 2 Key Skills in Information Communication Technology (ICT)

### Level 3 Diploma in Professional Competence for IT and Telecoms Professionals

Unit Name	Unit Level	Unit Credits
101 – Health and Safety in ICT	1	3
302 – Develop own effectiveness and professionalism	3	9
203 – Customer care in ICT	2	9
204 – Interpersonal and written communication	2	9
223 – User profile administration	2	6
307 – Working with ICT hardware and equipment	3	12
316 – Remote support for products and services	3	12
318 – Software installation and upgrade	3	12

### ERR (Employment Rights and Responsibilities)

### Level 2 Award in Work Skills for Effective Learning and Employment

Unit Name	Unit Level	Unit Credits
Unit 1: Preparing for an Apprenticeship	2	1
Unit 4: Searching for a Job	2	1
Unit 6: Preparing for an Interview	2	1
Unit 16: Positive Attitudes and Behaviours at Work	1	1

### Vendor Qualifications

CompTIA A+ (220-701 and 220-702)

Microsoft Technology Associate (MTA):

- Networking Fundamentals (98-366)
- Windows Operating Systems Fundamentals (98-349)

### Optional Course

Microsoft Certified Technology Specialist (MCTS) - 70-680 – Windows 7, Configuring