

Connecting you to a career in IT if you are aged 19 to 24*



Zenos Advanced Apprenticeship in IT Support

The computing industry currently has more job vacancies than qualified people to fill them, which means that there is a demand for people with the right skills and qualifications across all sectors of business.

“More than 96% of the young people who finish a Zenos programme achieve all of their Apprenticeship.”

An Advanced Apprenticeship in IT Support from Zenos could be the first step to connecting you to a career in IT.

We are the UK's leading provider of training for Apprenticeships in IT and we are Europe's largest Microsoft Academy.

All our programmes include off-the-job and on-the-job training. If you are aged 19 to 24 the programme will typically comprise a period of **15 weeks** of training at one of our Training Centres where you will gain a number of industry qualifications and up to **24 weeks** of on-the-job training with an employer.

Every year our programmes help thousands of young people aged 16-24 to gain internationally recognised qualifications that include:

During the on-the-job training you'll be visited by Zenos facilitators who will assess your competency, and by employment specialists who will help you secure that important first permanent IT role.

- Microsoft Certified Technology Specialist (MCTS)
- Microsoft Technology Associate (“Networking Fundamentals” and “Windows 7”)
- CompTIA A+
- IT Advanced Apprenticeship

An example outline of the Zenos programme is given on the other side of this leaflet.

The Zenos programme was created in 2006 and has been a phenomenal success.

You'll receive the Apprenticeship wage throughout and all the training and support that you receive are completely FREE.

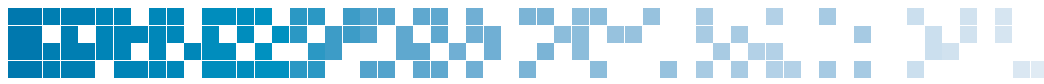
More than 10,000 of our achievers are now working in the UK's IT industry and many of the country's leading employers specifically ask for Zenos learners when recruiting.

You will leave with NO tuition fee debt.

* There is a separate programme for candidates aged 16-18; please contact us or visit www.zenos.com for details.

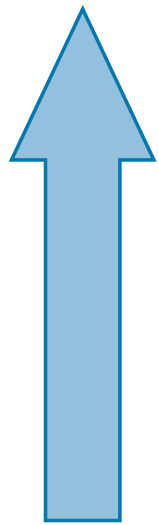
For more information or to apply please call **0845 055 6404** or visit our website at **zenos.com**





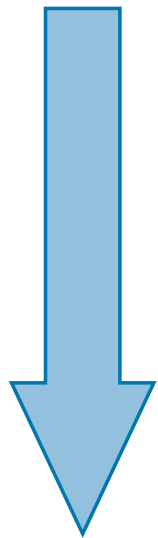
AN EXAMPLE OUTLINE OF THE ZENOS PROGRAMME*

* Course details subject to change



Week 1	Week 2	Week 3	Week 4	Week 5
<ul style="list-style-type: none"> • Induction <ul style="list-style-type: none"> - Programme overview - Technical assessments - Team building • PC Practical 	<ul style="list-style-type: none"> • PC Fundamentals <ul style="list-style-type: none"> - Hardware - Software - Networking • Working in the IT industry[†] • Key business skills 	<ul style="list-style-type: none"> • Installing & upgrading software[†] • Competency Assessment & Coaching[#] • Key business skills 	<ul style="list-style-type: none"> • Setting up an IT network[†] • Computer Networks[†] • Competency Assessment & Coaching[#] 	<ul style="list-style-type: none"> • Key business skills <ul style="list-style-type: none"> - CV creation - Cost a network project • Competency Assessment & Coaching[#]
Week 6	Weeks 7-9	Week 10	Week 11	Week 12
<ul style="list-style-type: none"> • Competency Assessment & Coaching[#] • Employability Skills 	<ul style="list-style-type: none"> • CompTIA's A+ Certification <ul style="list-style-type: none"> - Internationally recognised PC technician qualification 	<ul style="list-style-type: none"> • Maintaining computer systems[†] • Key business skills 	<ul style="list-style-type: none"> • IT Fault diagnosis & remedy[†] • Competency Assessment & Coaching[#] 	<ul style="list-style-type: none"> • IT technical support[†] • Competency Assessment & Coaching[#]
Week 13	Week 14	Week 15	Key to qualifications <ul style="list-style-type: none"> [†] Level 3 Extended Diploma in ICT Systems and Principles (part of the Advanced IT Apprenticeship) [#] Level 3 Diploma in Professional Competence for IT and Telecoms Professionals ^o Microsoft Technology Associate (Networking Fundamentals and Windows 7) 	
<ul style="list-style-type: none"> • World of Work <ul style="list-style-type: none"> - Interview technique - CV's - Interview role play • Final certifications 	<ul style="list-style-type: none"> • MTA Networking Fundamentals^o 	<ul style="list-style-type: none"> • MTA Windows 7 Operating System^o 		

off-the-job training typically comprise 15 weeks in the centre



on-the-job assessment

Up to 24 weeks

A dedicated Employment Consultant supports the apprentice in the workplace

Assessments of competency in the workplace

Each apprentice is allocated a facilitator who will assess them on-the-job

[‡]Optional 10 day MCTS Study and Exam programme available

[‡]During the on-the-job assessment element of the programme all 19 to 24 year old apprentices are invited to return to the Training Centre for an optional 10 day study programme.

If passed, the apprentice will gain a Microsoft Certified Technology Specialist (MCTS) qualification. This optional programme is available for a fee: please contact us for details.

We will promote the health, safety and welfare of young people by providing opportunities or them to undertake their training/employment safely.