

An Apprenticeship with ITEC North East offers real work experience, gaining valuable skills and qualifications whilst earning money.

Apprenticeships are a formulated framework of training, made up of Key Skills and in most cases a Technical Certificate. These standards have been developed by the Sector Skills Councils e-skills uk.

**What are NVQ's**

They cover all the main aspects of what you do daily in your job to an agreed level of competency. This qualification offers flexibility and choice in a wide range of job roles.

**Key Skills**

You will be externally assessed, unless exempt with existing academic grades. If you're planning on entering higher education you can gain UCAS points for completed Key Skills.

Communication                      Demonstrates written as well as verbal skills.

Application of Number                      Demonstrates competency in numeracy within a job role.

**Technical Certificate**

The knowledge based element is assignment based, incorporating "off the job" learning, independent study and online tests to directly support the NVQ.

**Accredited Prior Learning**

Certificates already attained may be used to gain Unit Values.

**APPRENTICESHIP**    IT Practitioner (Level 2)    Equivalent to 5 grades A-C

To achieve an Apprenticeship (Level 2) a candidate must gain an agreed number of Unit Values which are awarded for the successful completion of units. In order to complete the full Apprenticeship you will require 100 units for the NVQ and an additional 30 for the framework.

**ADVANCED APPRENTICESHIP**    IT Professional (Level 3)    Equivalent to 2 A Levels/ 1 Vocational A Level

To achieve an Advanced Apprenticeship (Level 3) a candidate must gain an agreed number of Unit Values which are awarded for the successful completion of units. 180 UV's are required for a Level 3 qualification.



## IT Practitioner/Professional Unit Titles

- Health and safety in ICT and Contact Centres
- Develop personal and organisational effectiveness
- Customer Care
- Data analysis and data structure design
- Interpersonal and written communication
- Investigating and defining requirements
- Managing software development
- Quality management of ICT products and service
- Remote support for products or services
- Security of ICT systems
- Software development-component creation
- Software development-design
- Software installation and upgrade
- System management
- System operation
- Technical advice and guidance
- Technical fault diagnosis
- Technical fault remedy selection
- Testing ICT systems
- User profile administration
- Working with ICT hardware and equipment

### Optional Sector Specific Units

(maximum of 2 may be chosen)

- Internets and intranets
- Email
- Word processing
- Spreadsheets
- Databases
- Websites
- IT artwork and images
- IT Presentations

IT skills are used across industry and almost all businesses rely on Information Technology (IT) in some form. IT is used to reach more customers, offer better services, reduce costs and to improve efficiency. Research shows that over 90% of new jobs in the UK require the use of Information and Communication Technology, however many employers feel their staff do not have sufficient IT skills.

### Progression Routes / Career Opportunities

Whether working for a large organisation or a small local business, an Apprentice will develop skills which are in demand from technicians to IT Managers, from IT support to IT consultants/professionals. With over 20 million people in the UK using IT in their jobs, having proof of competence with an Apprenticeship will ensure employers appreciate your skills.

For further information on this course or any of the other courses offered by ITEC North East, or to make an appointment for an interview call your local centre:

**County Durham**  
01325 320052

**Tees Valley**  
01642 232550

**Tyne & Wear**  
0191 490 4670

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