

# THE APPRENTICE and TRAINING PARTNERSHIP

## LEVEL 4 IT PROFESSIONALS

### Programme Overview:

There are 3 levels of the Apprenticeship in IT, Software, Web & Telecoms (also known as "PROCOM") and each includes a balance of content in technical, business and interpersonal areas, designed to ensure apprentices have an appropriate set of skills to operate in today's IT & Telecoms job roles. The technical content includes units for Software Development, Web Development, Technical Support, Telecommunications and Databases. In addition to generic units, the Apprenticeship contains 'Vendor' units and industry recognised content from Microsoft, Cisco, Oracle, VMWare and CompTIA.

The Framework for the Apprenticeship comprises of two components; the competency and knowledge, and contain mandatory optional units. The competence qualification must be assessed in the workplace, wherever possible, it is recommended that optional units should also be assessed in this context. The knowledge component (or technical certificate) will generally be taught in an off-the-job setting, and assessed using assignments/briefs and/ or tests, in order to ensure the apprentice has gained the underpinning theory and principles required for the role. If "Vendor" units are selected, depending upon the industry, practical assignments, tests and/or examinations will be led by the Industry Standard and set by them.

### Entry Requirements:

There are no formal entry requirements for an Apprenticeship in IT, Software, Web & Telecoms Professionals. However, it is recommended that Apprentice's work, or will be working within an IT led environment. Ideally learners will have GCSE's at A - D or equivalent qualifications, including English and Maths, depending upon the level of the apprenticeship.

### Initial Assessments:

Initial assessments for Maths and English will be carried out for all apprentices using an approved diagnostic tool this will include a full diagnostic of knowledge in Maths and English to gauge the level at which the apprentice is working. This will enable us to support the apprentice and structure training provision. The Learner's suitability for the chosen apprenticeship programme is also initially assessed to ensure each learner is on the most appropriate programme for their chosen career path.

### Who is it for?

The Apprenticeship programme combines skills and knowledge with employment in an IT role. Meaning that apprentices are paid throughout the programme. Apprentices can apply and improve their skills in the workplace to complement the instructor-led learning. Levels start at level 2 and progress to higher level 4 allowing the apprentice to build upon knowledge and competence in their chosen field.

This Apprenticeship is ideal for employers looking to fill the following job roles:

- Support Technician
- 1st line Service Desk Administrator
- Website Administrator
- Field Operations
- Software Developer
- Network Planner
- Telecoms Engineer
- Web Developer

### Programme Duration:

- Level 2:** 12 to 15 months
- Level 3:** 18 months
- Level 4:** 18 to 24 months

## Qualifications:

- Apprenticeship in IT, Software, Web & Telecoms Professionals (Competency and Knowledge)
- Functional skills in English
- Functional Skills in Maths
- Functional Skills in ICT (If not already achieved)

Apprentices will also learn and develop the organisational behaviours required for the role; including Personal Learning and Thinking Skills (PLTS) and Employee Rights and Responsibilities (ERR).

## Delivery Model:

A minimum of 20% of the apprenticeship training takes place off-the-job and is flexibly delivered to suit your business. Off the job training is delivered through workshops and tutorials in the workplace supplemented by feedback with ongoing development which includes additional learning materials, resources and training delivered through the apprentice's e-portfolio OneFile; to which employers have access to view the progress and the development of each apprentice. The remaining on the job training and assessment is also delivered flexibly at the apprentice's place of work.

A full timetable for training and ongoing assessment will be issued to both you as the employer; and the apprentice, once the delivery model and training elements have been agreed. On Programme Assessment will take the form of progress reviews with the assessor/trainer, employer and apprentice at least every 12 weeks.

## Programme Structure:

The IT, Software, Web & Telecoms Professionals Apprenticeship is made up of Competency and Knowledge components; which will be completed to gain the full Apprenticeship. This will include mandatory and optional units; of which optional units can be tailored to each Apprentice and individual job roles within a company.

### Level 2, Level 3, Level 4 IT, Software, Web & Telecoms Professionals (Competency)

#### Mandatory units for IT, Software, Web & Telecoms Professionals

- Health and Safety in ICT
- Develop Own Effectiveness and Professionalism

#### Optional units for IT, Software, Web & Telecoms Professionals

- Customer Care in ICT
- Data Modelling
- Technical Fault Diagnosis
- Working with ICT Hardware and Equipment
- Software Installation and Upgrade
- Technical Advice and Guidance
- Data modelling
- Security of ICT Systems (these are a sample of some of the combination of units offered in the framework)

### Level 2, Level 3, Level 4 IT, Software, Web & Telecoms Professionals (Knowledge)

#### Units for IT, Software, Web & Telecoms Professionals

- Computer Systems
- Setting up an IT Network
- Computer Systems
- Systems Analysis and Design
- Software Testing
- Telephony Voice Systems Operation
- Project Planning with IT
- Mobile Communication Technologies
- Web Fundamentals
- Supporting Organisations with IT
- Communicating in the IT Industry
- Networking Principles
- Maintaining Computer Systems (these are a sample of some of the combination of units offered in the framework)

## Progression:

Apprentices who have completed either an Intermediate or Advanced Apprenticeship for IT, Software, Web & Telecoms Professionals are able to progress onto a Level 4 in Higher Apprenticeship in IT, Software, Web & Telecoms Professionals, as well as a Team Leadership/ or Management Apprenticeship.

Progressing your Apprentice onto a higher level Apprenticeship can help your business allocate its levy payment over a prolonged timeframe, upskill Apprentices further and assist staff retention and loyalty.

## Next steps:

In order to create an apprenticeship that best suits your business requirements, we will meet with you to discuss the delivery of the programme and how the apprenticeship will be funded. We will provide ongoing support including:

- Search and selection of the right apprentices to meet your business requirements.
- Specifying the training modules to optimise 'in job' performance.
- A tailored service in order to seamlessly integrate with your apprentice managers.
- Updates and information regarding apprenticeship costs and funding.
- Support and guidance for the apprentice and employer from start to finish with one main point of contact for you throughout the whole apprenticeship.
- Employer and apprentice access to a comprehensive range of resources and support material via OneFile.
- Time-efficient visits for training and assessment to work around you.
- Industry specialist qualified trainers and assessors.