



Qualification:	Apprenticeship – IT, Software, Web & Telecoms Professionals
Duration:	Level 2 – 24 Months Level 3 – 24 Months
Dates:	On demand
Location:	Workplace and Pembrokeshire College
Price:	No cost (Incentive funding available through the Apprentice Employer Scheme for eligible businesses)

COURSE AIM:

This Apprenticeship programme is designed for new entrants to a role in the IT & Telecoms sector, and to provide progression and re-skilling routes for existing IT Professionals. Apprentices can work in areas such as:

- Software & Web Development
- Technical Support
- Telecommunications
- IT Project Management

The framework 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' and industry recognised content from Microsoft, Cisco, Oracle, VM Ware and CompTIA.

HOW IS THE APPRENTICESHIP DELIVERED?

An Apprenticeship programme is fundamentally designed to be a work-based programme, whereby instructor-led learning can be immediately applied by apprentices in a real work context.

The qualifications contained in the framework reflect the overall design of an apprenticeship. The mandatory units from the competence qualification must be assessed in the workplace, and wherever possible, it is recommended that optional units should also be assessed in this context.

There may be some requirement to attend college to obtain the knowledge component which will be assessed using assignments or tests in order to ensure the apprentice has gained the underpinning theory and principles required for the role.

**FRAMEWORK CONTENT:****Level 2:**

- Level 2 Diploma in Professional Competence for IT & Telecoms Professionals
- Level 2 Technical Certificate
- Essential Skills Certificates
 - Communication Level 1
 - Application of Number Level 1
 - IT Level 1
- Employee Rights and Responsibilities Module

Level 3:

- Level 3 Diploma in ICT Professional Competence
- Level 3 Technical Certificate
- Essential Skills Certificates
 - Communication Level 2
 - Application of Number Level 2
 - IT Level 2
- Employee Rights and Responsibilities Module

ENTRY REQUIREMENTS:

The Apprenticeship frameworks are open to candidates of all ages. There is also no maximum length of service requirement meaning that the framework is open to existing members of staff looking to develop in this area. To encourage diversity in the workforce there are no formal entry conditions for this framework. However, an initial assessment of each learner's suitability for entry to the Apprenticeship will be undertaken prior to enrolment.

The majority of apprenticeship roles within the IT and Telecoms sector require:

- Individuals to be proactive, fast learners; able to work both in a team and sometimes alone
- The ability to focus on assisting customers and colleagues find solutions to problems
- The ability to work logically and methodically, often under pressure to set deadlines
- Good attention to detail and the ability to deliver what is required, when it is required
- Individuals to be open to change and focus on the requirements of the business at all times





Roles in areas, such as Software and Web Development would suit individuals who:

- Have an interest in design and creativity, with good attention to detail
- Have a mathematical or analytical mind
- Have good logical reasoning and problem solving skills

Roles in IT Services would suit individuals who:

- Are able to analyse and solve problems
- Have an interest in both hardware and software
- Enjoy working to deadlines and under pressure

Roles in Technical Sales and Consulting would suit individuals who:

- Have a broad knowledge of technology
- Have excellent interpersonal skills and are comfortable presenting to others

PROGRESSION:

LEVEL 2

Typically an apprentice will enter the Foundation Apprenticeship directly from education or from an existing role in the sector. While it is not mandatory for an apprentice to achieve a Foundation Apprenticeship prior to embarking upon the Apprenticeship programme, it may be beneficial in some cases to begin at Level 2 as some of the fundamentals of an IT business and core technical skills need to be learned at a basic level before more advanced IT skills and techniques can be effectively applied in the workplace.

Having completed a Level 2 Apprenticeship Framework, apprentices may then progress on to a Level 3 Apprenticeship – or continue to work and undertake a range of professional job-specific qualifications and training. Some apprentices may elect to continue their technical studies and embark upon job-specific professional/vendor qualifications (for example: with Microsoft, Cisco, Oracle, VM Ware or CompTIA).

Progression on to the Level 3 and Level 4 Frameworks would be recommended to enable the achievement of further nationally recognised qualifications and technical training, whilst remaining in employment.

Alternatively, apprentices may elect to return to full-time education, and to complete A Levels, the Welsh Baccalaureate, BTECs or an equivalent qualification.





LEVEL 3

The Level 3 Apprenticeship programme offers successful apprentices the opportunity to further progress in their studies and go on to undertake a related IT degree programme. They could select from Bachelors degrees, Foundation degrees, Higher Nationals or another higher level qualification, in areas such as Computing, Business Information Systems, IT or Telecommunications. Apprentices may also elect to continue within their job role and pursue their learning by undertaking additional technical, business or managerial level training and qualifications.

Apprentices who have completed a Level 3 apprenticeship programme have often progressed within their career to take on team leader or senior level positions, utilising their expanding technical expertise – and guiding and training others within the organisation.

