



Advanced Apprenticeship for IT Professionals

Higher Apprenticeship for IT Professionals

(Apprentice Guide)

What is the course about?

An apprenticeship offers you the chance to earn a wage while you are employed and learning the practical skills required for the job. Once employment is secured you will be trained and given the opportunity to develop your IT skills. This course requires you to work and attend college on a weekly basis where you will be taught in a classroom situation.

Who is the course for and am I qualified to join?

The apprenticeship is targeted at those over 16 years of age who would like the opportunity to pursue a vocational career as well as gaining a formal qualification. The apprenticeship recognises that employment in the IT sector involves a diverse range of functions, tasks and activities, such as communicating with customers in writing, dealing with problems or queries and ensuring that the service provided is consistent and to the highest standard. These functions, tasks and activities are constantly developing and changing and so the apprenticeship is suitable for candidates who have an interest in pursuing a career in an IT Support role or who are already working in an IT support environment.

You will need to be conscientious, mature, reliable, self-motivated, committed and enthusiastic. Apprenticeships are very popular and you will need to be sure that you are ready to begin your career. Any full time employment is challenging, however, an apprenticeship carries the extra demands of gaining your qualifications and being willing to continually learn new things and update your skills.

Minimum requirements

Advanced Apprenticeship

4 GCSEs at grade C including English and Maths or an appropriate NVQ 2 or First Diploma at Merit. Applicants without formal qualifications may be considered if they have relevant work experience.

Higher Apprenticeship

4 GCSEs at grade C or above, which must include English and Maths. An appropriate ICT qualification is also required such as the Advanced BTEC National Diploma, the Advanced PC Managers Course or the Network Managers Course Level 4. Applicants without formal qualifications may be considered if they have relevant work experience and have the ability to work at an advanced level.

You will need to have good 'people skills' and be a good communicator as well as technical skills and knowledge.

What will the course cover?

In order to achieve the advanced apprenticeship you will be required to complete a Level 3 National Vocational Qualification for IT Professionals, the BTEC National Award for IT Professionals as well as Key Skills in Communications and Application of Number at Level 2. You will learn about your rights and responsibilities as an employee as well as legislation relevant to the IT industry and regulations relevant to your work place. You will learn the technical skills needed to become an advanced practitioner and also how to handle and resolve customer problems. This course requires you to attend college once a week and undertake independent study outside of college or work times.

In order to achieve the higher apprenticeship you will be required to complete a Level 3 National Vocational Qualification for IT Professionals, the Foundation Degree for e-Business (Network Specialist) as well as Key Skills in Communication, Application of Number at level 2, Working with Others and Problem Solving at Level 3. This course requires you to attend college once a week and undertake independent study for approximately 12 hours per week. This means you should be ready to commit to a total of 21 hours of study per week as well as working in an ICT environment for a minimum of 16 hours per week.

What will I be able to do as a result of the course?

1. You should be able to take 1st line support calls
2. You should be able to log customer details accurately
3. You should be able to offer 1st line support by appropriate means
4. You should be able to solve complex IT problems
5. You should be able to install a wide range of hardware and software
6. You should be able to be aware of Health and Safety issues related to your occupational area
7. You should have knowledge of employment law

How will I be taught?

You will be given the necessary on the job training by your employer to cover the organisation's specific operational needs and you will be required to attend training sessions as necessary. You will attend college one day a week. Your lessons will involve formal teaching using a variety of methods such as interactive smart boards, PCs, recorded professional discussions and group work. You will be expected to take notes by using appropriate means and meet all assignment deadlines. Key skill lessons are also scheduled to take place on this day for those who need to attend.

How will I know I am progressing and how is the course assessed?

You will be allocated an assessor whose role it is to evaluate your competency. When your assessor is satisfied that you have met all of the requirements for a unit, they will confirm this by sign an evidence record sheet, to show that the assessment is complete. The assessor will visit you in your workplace on a monthly basis.

Will I have a chance to give my views on the course?

You will have constant contact with your assessor throughout the course. In addition, quarterly reviews with your assessor and workplace supervisor will give you the opportunity to provide feedback on any aspect of the course. At the end of the course you will have the opportunity to evaluate your course by completing a questionnaire.

What could the course lead to?

From the advanced apprenticeship you could progress onto the Foundation Degree for e- Business (Network Specialist) or other IT qualifications at undergraduate level. Alternatively you can continue to progress in the IT industry.

How much will it cost?

The cost of recruitment, training for the relevant qualifications, assessment and monitoring is funded by the South London Learning and Skills Council for 16-18 year olds. For anyone over 19, employers are required to make a contribution towards the cost.

What are the qualities I will need for the course?

Firstly you will need to be conscientious, mature and reliable. Apprenticeships are very popular and there are never enough placements to satisfy demand. Your employer will be committing time and resources to your training and you must be equally committed.

You will need to be absolutely sure that you are ready to begin your career. Any full time employment is challenging while an apprenticeship carries the extra demands of gaining your qualifications and being willing to continually learn new things and update your skills. You will need to be punctual, organised and able to meet deadlines.

How do I join the course?

Applicants should complete and return an application form, which should include an up to date reference after which an interview can be arranged. As this is a roll-on roll-off course, interviews take place throughout the year, including over the summer period.

If you would like to apply or just make some initial enquiries telephone our **Apprenticeship Hotline on 020 8607 8368**.

It may sometimes be necessary to modify the information in this leaflet. 12/08

This PDF can also be provided as a leaflet (large print or audio cassette also available).

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