

IT Practitioner

Apprenticeship

Level 2

An apprenticeship can be a smart, cost-effective way of recruiting a new IT technician to work in your business, or to train up an existing member of staff.

This apprenticeship will prepare your trainee for working as a support technician, setting up new equipment or upgrading existing systems, or for working on a helpdesk, assisting your customers or staff over the phone or by email to identify and troubleshoot problems and faults. Alternatively, your trainee could be working in the field travelling to your customers to install, connect, maintain, test and repair equipment and ICT services. This apprenticeship is also suitable for helping your trainee to learn how to design and create websites.

At the end of their apprenticeship, your trainee will be able to work as a competent IT technician in your team and should be in a position to develop more advanced skills.

Key Areas of Study

There are two Edexcel/Pearsons vocational qualifications to this apprenticeship: firstly, a Level 2 Diploma in ICT Professional Competence; secondly, a Level 2 Certificate in ICT Systems and Principles.

Your apprentice will cover essential knowledge, skills and competencies through these qualifications. The menu of mandatory and optional units is detailed below, from which you and your apprentice can select the areas of most importance to your organisation.

Quick Information:

Modern Apprenticeships designed with employers

Sector:

Relevant to all employment sectors

Who is it for?

New recruits or existing staff

Start date:

September and February intake

Level:

Level 2

Duration:

Minimum 12 months

How does it work?

Delivered in your workplace with one day a week at College and tutor visits every 6 to 8 weeks

Content:

Key competencies and knowledge to suit your organisation

Assessment:

Work-based assessments throughout the course and some qualification tests at College

Qualification:

Level 2 Diploma in ICT Professional Competence; Level 2 Certificate in ICT Systems and Principles



Qualification units

Mandatory units

Competency Based

- Health & Safety in IT
- Personal & Organisational Effectiveness.

Optional units

Knowledge Based

- Computer Systems
- Trouble Shooting & Repair

Competency Based

- Customer Care
- Technical Fault Diagnostics
- Software Installation & Upgrade
- ICT Systems Management
- Technical Advice and Guidance

It may be possible to offer alternative optional units to meet your requirements.

Training, Tutoring and Assessment

The whole programme takes 12 months to complete. Your apprentice will mainly learn on the job, but the apprenticeship also includes 20% off-the-job training. Throughout the year, your trainee will spend four days a week working with you on site as an apprentice IT technician and the other one day a week in College building their skills and knowledge.

Whilst at College, your apprentice will receive training to cover key elements of the qualifications.

Most assessment is in the workplace to show competence in various areas. Apprentices are expected to build a portfolio of evidence at work and through their studies. Assessment of College work will include taught sessions and written tasks set by the trainee's tutor.

We will support you and your apprentice through regular one-to-one visits by a trained assessor every six to eight weeks. These visits will cover one-to-one support and individual learning, as well as observations to assess your trainee's competencies in the workplace and a review of their portfolio of evidence.

Apprentice Entry Requirements

Apprentices will be required to have 4 x GCSEs with minimum Grades D / 3 (or equivalents), including English and Maths, prior to being accepted onto this apprenticeship. We will provide any English and Maths tuition required. ICT Functional Skills Level 1 will also be included as a requirement of the apprenticeship framework. Experience in the industry would be beneficial but is not essential.

Future/Other Opportunities

- Infrastructure Technician Apprenticeship Level 3
- Full time employment within the IT industry

More information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email employer@sheffcol.ac.uk or call **0114 260 2600** to speak to one of our friendly employer advisors.

Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.

At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.

Get In Touch

Email:

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Call:

0114 260 2600

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