



Foundation Apprenticeship for IT Software, Web and Telecoms Professionals

Overview

This Apprenticeship is suitable for those entering the IT Telecoms industry in roles such as Support Technician - setting up new equipment or upgrading existing systems; Website Administrator - monitoring website content and editing and uploading materials as required; Help desk Professional - working with customers (primarily over the phone and via email) to identify troubleshoot and escalate IT faults; Field Operations (Line installer & repairer), including travel to customer sites to install, connect, maintain, test and repair equipment and services

The Foundation Apprenticeship includes the following qualifications:

- › Level 2 Diploma in Professional Competence for IT and Telecoms Professionals
- › Level 2 Knowledge certificate as appropriate (to be agreed)
- › Essential Skills Wales Level 1 in Communication
- › Essential Skills Wales Level 1 in Application of Number
- › Essential Skills Wales Level 1 in ICT

Qualification Structure Summary

The Level 2 Diploma in Professional Competence for IT and Telecoms Professionals consists of 2 mandatory units, with a total of 9 credits plus a minimum of 39 optional credits.

Please note: at least 29 credits must be at Level 2 or above.

Unit rules of combination

Mandatory Units (Group A) - 9 credits

- › Learners must achieve both units

Optional Units (Group B and Group C) - minimum of 39 credits

A minimum of 39 credits to be completed from the Optional Units, of which a maximum of 12 can be completed from the Restricted Option - Group C

Note: Learners may select all 39 credits from Group B if desired.

Mae'r Rhaglenni Prentisiaeth, Hyfforddeiaeth a Thwf Swyddi Cymru, a arweinir gan Lywodraeth Cymru, yn cael cymorth ariannol gan Gronfa Gymdeithasol Ewrop

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Level 2 Diploma in Professional Competence for IT and Telecoms Professionals (QCF)

Mandatory Group A

Achieve both units in this section

Unit	Title	Level	Credit	Unit Ref
101	Health and Safety in IT	1	3	Y/500/7138
202	Develop own Effectiveness and Professionalism	2	6	Y/601/3317

Optional Units Group B and Group C

A minimum of 39 credits to be completed from the optional units, of which a maximum of 12 can be completed from the Restricted Optional Group, Group C. Note that learners may select all 39 credits from Group B.

GROUP B: CC - Customer Care (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
103	Customer Care in ICT	1	6	T/500/7157
203	Customer Care in ICT	2	9	A/500/7158
303	Customer Care in ICT	3	12	F/500/7159

IW - Interpersonal and Written Communication Skills (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
104	Interpersonal and Written Communication	1	3	M/500/7157
204	Interpersonal and Written Communication	2	9	T/500/7207
304	Interpersonal and Written Communication	3	12	A/500/7208

DA - Data Analysis and Data Structure Design (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
205	Data Modelling	2	6	A/601/3200
305	Data Modelling	3	9	T/500/7207
405	Data Structures and Algorithms	4	15	R/601/3297



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HW - Working with ICT Hardware and Equipment (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
107	Working with ICT Hardware and Equipment	1	9	H/500/7381
207	Working with ICT Hardware and Equipment	2	9	K/500/7382
307	Working with ICT Hardware and Equipment	3	12	M/500/7383
407	Working with ICT Hardware and Equipment	4	15	T/500/7384

ID - Investigating and Defining Requirements (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
208	Introduction to IT Systems Development	2	6	J/601/3247
308	Investigating and defining customer requirements for ICT	3	12	R/601/3249
408	Investigating and defining customer requirements for ICT systems	4	15	R/602/1772

MD - Managing Software Development

Unit	Title	Level	Credit	Unit Ref
309	Managing Software Development	3	12	T/500/6798

CG - Computer Games Development (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
210	Computer Games Development	2	4	A/601/3164
310	Computer Games Development	3	10	F/601/3165

PP - Procedural Programming (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
211	Completing a Procedural Computer Program	2	7	L/601/3164
311	Completing a Procedural Computer Program	3	12	F/601/3179
411	Designing and Developing Procedural Computer Programs	4	15	T/601/3311

OO - Object-orientated and Programming (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
212	Creating and Object-orientated Computer Program	2	7	T/601/3177
312	Creating and Object-orientated Computer Program	3	12	F/601/3179
412	Designing and Developing Object-orientated Computer Programs	4	15	J/601/3300



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ED - Event-driven Programming (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
213	Creating an Event-driven Computer Program	2	7	T/601/3177
313	Creating an Event-driven Computer Program	3	12	F/601/3179
412	Designing and Developing Object-orientated Computer Programs	4	15	J/601/3300

CA - Customer Apparatus and Line Installation

Unit	Title	Level	Credit	Unit Ref
314	Customer Apparatus and Line Installation	3	22	A/501/5888

QM - Quality Management of ICT Products and Services

Unit	Title	Level	Credit	Unit Ref
315	Quality Managment of ICT Products and Services	3	12	T/500/7210

RS - Remote Support for Products and Services (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
116	Remote Support for Products and Services	1	6	R/500/7215
216	Remote Support for Products and Services	2	9	Y/500/7216
316	Remote Support for Products and Services	3	12	D/500/7217
416	Remote Support for Products and Services	4	15	A/602/1264

SC - Security of ICT Systems (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
117	Security of ICT Systems	1	3	K/500/7219
217	Security of ICT Systems	2	12	D/500/7220
317	Security of ICT Systems	3	15	H/500/7221

SI - Software Installation and Upgrade (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
118	Software Installation and Upgrade	1	6	D/500/7265
218	Software Installation and Upgrade	2	9	D/500/7329
318	Software Installation and Upgrade	3	12	R/500/7330



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SM - System Management (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
219	System Management	2	6	Y/500/7331
319	System Management	3	12	D/500/7332

SO - System Operation (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
120	System Operation	1	6	H/500/7333
220	ICT System Operation	2	9	F/500/7338
320	System Operation	3	12	A/500/7340

TA - Technical Advice and Guidance (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
221	Technical Advice and Guidance	2	9	F/601/3506
321	Technical Advice and Guidance	3	12	J/601/3507
421	Technical Advice and Guidance	3	15	Y/500/7345

TE - Testing ICT Systems (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
122	Testing ICT Systems	1	6	T/500/7353
222	Testing ICT Systems	2	9	A/500/7354
322	Testing ICT Systems	3	12	F/500/7355

UP - User Profile Administration (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
223	User Profile Administration	2	6	H/500/7378
323	User Profile Administration	3	9	K/500/7379

WD - Website Design

Unit	Title	Level	Credit	Unit Ref
425	Designing and Developing a Website	4	15	L/601/3315



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Vendor Units - Subject to Approval

Group C - Restricted Optional Units

Learners may complete a maximum of 12 credits

DB - Database Software (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
126	Database Software	1	3	H/502/4553
226	Database Software	2	4	M/502/4555
326	Database Software	3	6	T/502/4556

EM - Using Email (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
127	Using Email	1	2	J/502/4299
227	Using Email	2	3	M/502/4300
327	Using Email	3	3	T/502/4301

NT - Using the Internet (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
128	Using the Internet	1	3	T/502/4296
228	Using the Internet	2	4	A/502/4297
328	Using the Internet	3	5	F/502/4298

PS - Presentation Software (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
129	Presentation Software	1	3	K/502/4621
229	Presentation Software	2	4	M/502/4622
329	Presentation Software	3	6	T/502/4623

SS - Spreadsheet Software (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
130	Spreadsheet Software	1	3	A/502/4624
230	Spreadsheet Software	2	4	F/502/4625
330	Spreadsheet Software	3	6	J/502/4626



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WB - Website Software (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
131	Website Software	1	3	L/502/4630
231	Website Software	2	4	R/502/4631
331	Spreadsheet Software	3	5	Y/502/4632

WP - Word Processing Software (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
132	Word Processing Software	1	3	L/502/4627
232	Word Processing Software	2	4	R/502/4628
332	Word Processing Software	3	6	Y/502/4629

PM - Project Management Software (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
133	Project Management Software	1	3	K/502/4618
233	Project Management Software	2	4	M/502/4619
333	Project Management Software	3	5	H/502/4620

IS - Imaging Software (No more than one unit to be completed from this section)

Unit	Title	Level	Credit	Unit Ref
134	Imaging Software	1	3	J/502/4612
234	Imaging Software	2	4	L/502/4613
334	Imaging Software	3	5	R/502/4614

Please contact us for more information:

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