



Apprenticeship for IT, Software, Web and Telecoms Professionals

Overview

This apprenticeship is suitable for those working in the IT telecoms industry in a more experienced position with responsibility for tasks or projects.

Roles such as:

- › Software / Web Developer - creating software applications and websites
- › Desktop Support Engineer - installing and troubleshooting desktop PCs
- › Network Planner - designing and planning the installation of IT and Telecoms networks
- › Database Administrator - responsible for the maintenance and security of organisation's databases
- › Network Engineer - maintaining company networks, including servers, software and security
- › Software Tester - testing software applications before they are released

The Apprenticeship includes the following qualifications:

- › Level 3 Diploma in Professional Competence for IT and Telecoms Professionals
- › Level 3 Certificate in ICT Systems and Principles
- › Essential Skills Wales Level 2 in Communication
- › Essential Skills Wales Level 2 in Application of Number
- › Essential Skills Wales Level 2 in Digital Literacy
- › Employer Rights and Responsibilities (ERR) workbook

Qualification Structure Summary

The Level 3 Diploma in ICT Professional Competence for IT and Telecoms Professionals consists of a minimum of 72 credits of which 12 credits are achieved through the mandatory units Group A, plus a further 60 credits achieved from the optional units Group B and C. (Please note: a total of 43 credits must be at Level 3 or above).

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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Apprenticeship for IT, Software, Web and Telecoms Professionals

Unit rules of combination

Mandatory Units (Group A) – 12 credits

➤ Learners must achieve both units.

Optional Units (Group B and Group C) – minimum 60 credits

A minimum of 60 credits to be completed from the OPTIONAL UNITS, of which a maximum of 24 can be completed from the Restricted Options Group – Group C

Please note that the learners may select all 60 credits from GROUP B if desired.

Level 3 BTEC Diploma in Professional Competence for IT and Telecoms Professionals (QCF)

Mandatory Group A:

Achieve both units in this section

Unit	Title	Credit	Level
101	Health and Safety in ICT	3	1
302	Develop own Effectiveness and Professionalism Level 3	9	3

Optional Units Group B and Group C:

A minimum of 60 credits to be completed from the Optional Units, of which a maximum of 24 can be completed from the Restricted Optional Group, Group C. Note that learners may select all 60 credits from Group B

GROUP B

Unit	Title	Credit	Level
103	Customer Care in ICT	6	1
203	Customer Care in ICT	9	2
303	Customer Care in ICT	12	3
440	Customer Care in ICT and Telecoms Professionals	12	4
104	Interpersonal and Written Communication	3	1
204	Interpersonal and Written Communication	9	2
304	Interpersonal and Written Communication	12	3
205	Data Modelling	6	2
305	Data Modelling	9	3
405	Data Structures and Algorithms	15	4
206	Technical Fault Diagnosis	9	2
306	Technical Fault Diagnosis	12	3
406	Technical Fault Diagnosis	15	4
107	Working with ICT Hardware and Equipment	6	1



Apprenticeship for IT, Software, Web and Telecoms Professionals

207	Working with ICT Hardware and Equipment	9	2
307	Working with ICT Hardware and Equipment	12	3
407	Working with ICT Hardware and Equipment	15	4
208	Introduction to IT Systems Development	6	2
308	Investigating and Defining Customer Requirements for IT Systems	12	3
408	Investigating and Defining Customer Requirements for IT Systems	15	4
309	Managing Software Development	12	3
210	Computer Games Development	4	2
310	Computer Games Development	10	3
211	Creating a Procedural Computer Program	7	2
311	Creating a Procedural Computer Program	12	3
411	Designing & Developing Procedural Computer Programs	15	4
212	Creating an Object-oriented Computer Program	7	2
312	Creating an Object-oriented Computer Program	12	3
412	Creating an Object-oriented Computer Program	15	4
213	Creating an Event-driven Computer System	7	2
313	Creating an Event-driven Computer Program	12	3
413	Designing & Developing Event-driven Computer programs	15	4
337	Managing Organisational Mail Servers	10	3
338	Managing a Server Environment	10	3
339	Implementing Systems Management Software	10	3
314	Customer Apparatus and Line Installation	22	3
315	Quality Management of ICT Products and Services	12	3
116	Remote Support for Products or Services	6	1
216	Remote Support for Products or Services	9	2
316	Remote Support for Products or Services	12	3
416	Remote Support for Products or Services	15	4
117	Security of ICT Systems	3	1
317	Security of ICT Systems	12	3
417	Security of ICT Systems	15	4
221	Technical Advice and Guidance	9	2
321	Technical Advice and Guidance	12	3
421	Technical Advice and Guidance	15	3
323	User Profile Administration	9	3
315	Quality Management of ICT Products and Services	12	3



Apprenticeship for IT, Software, Web and Telecoms Professionals

318	Software Installation and Upgrade	12	3
219	System Management	6	2
319	System Management	12	3
442	IT and Telecoms System Management	15	4
120	System Operation	6	1
220	ICT System Operation	9	2
320	System Operation	12	3
443	IT and Telecoms System Operation	15	4
122	Testing ICT Systems	6	1
222	Testing ICT Systems	9	2
322	Testing ICT Systems	12	3
441	Testing IT and Telecoms Systems	15	4
223	User Profile Administration	6	2
323	User Profile Administration	9	3

Vendor Units - Subject to approval

Restricted to Optional Units. Learners may complete a maximum of 24 credits

GROUP C

Unit	Title	Credit	Level
126	Database Software	3	1
226	Database Software	4	2
326	Data Software	6	3
127	Using Email	2	1
227	Using Email	3	2
327	Using Email	3	3
128	Using the Internet	3	1
228	Using the Internet	5	3
328	Using the Internet	5	3
129	Presentation Software	3	1
229	Presentation Software	4	2
329	Presentation Software	6	3
130	Spreadsheet Software	3	1
230	Spreadsheet Software	4	2
330	Spreadsheet Software	6	3
131	Website Software	3	1
231	Website Software	4	2
331	Website Software	5	3
132	Word Processing Software	3	1



Apprenticeship for IT, Software, Web and Telecoms Professionals

232	Word Processing Software	4	2
332	Word Processing Software	6	3
133	Project Management Software	3	1
233	Project Management Software	4	2
333	Project Management Software	5	3
134	Imaging Software	3	1
234	Imaging Software	4	2
334	Imaging Software	5	3
335	Copper Cable Jointing and Closure Techniques	23	3
336	Fibre Telecommunications Techniques	15	3

Edexcel BTEC Level 3 Certificate in ICT Systems and Principles

The Edexcel BTEC Level 3 Diploma in ICT Systems and Principles is a 37 credit and 320 guided learning hours (GLH) qualification that consists of 60 optional units that provide for a combined total of 37 credits (where at least 22 credits must be Level 3 or above)

Title	Level	Credit
Communicating in the IT Industry	2	5
Working in the IT Industry	2	5
Presenting Information using IT	2	10
Communication and Employability Skills for IT	3	10
Project Planning with IT	2	10
Computer Systems	2	10
IT Support	2	10
IT Fault Diagnosis & Remedy	2	10
An Introduction to Communication Technologies	2	9
Principles of ICT Systems & Data Security	2	6
Networking Principles	2	6
Setting up an IT Network	2	10
Web Fundamentals	2	7
Support Organisations with IT	2	10



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Doing Business Online	2	10
Communication & Employability Skills for IT	3	10
Project Planning with IT	3	10
Computer Systems	3	10
Maintaining Computer Systems	3	10
IT Technical Support	3	10
Communications Technologies	3	10
Principles of ICT Systems & Data Security	3	9
Networking Principles	3	10
Computer Networks	3	10
Networked Systems Security	3	10
Information Systems	3	10
System Analysis & Design	3	10
Web Development	3	10
Impact of the use of IT on Business Systems	3	10
e-Commerce	3	10
Mathematics for IT Practitioners	3	10
Systems Analysis and Design	3	10

For more information please contact us:

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