

Higher Apprenticeship in IT, Software, Web & Telecoms Professionals

Overview

The Higher Apprenticeship in IT, Software, Web & Telecoms Professionals covers all job roles in the IT & Telecoms sector. The Higher Apprenticeship is designed in this way to provide maximum flexibility for employers and learners, due to the constantly changing job roles and technology requirements in the IT & Telecoms sector.

The Level 4 Diploma in Professional Competence contains a wide range of units that can be selected by employers, learners and training providers to match any of the job roles required in the sector. The knowledge qualifications are designed to be suitable for all job roles, and should be selected based on the apprentice's job role.

The framework includes the following components:

- Level 4 Diploma in Professional Competence for IT and Telecoms Professionals
- Knowledge element, one option as follows:
 - Foundation Degree in Computing, IT or Telecommunications
 - Level 4 Higher National Certificate in Computing and Systems Development
 - Level 5 Higher National Diploma in Computing and Systems Development
 - Diploma for ICT Professionals (Systems and Principles)
 - Foundation Degree in Computer Science
- Essential Skills Wales in Communication Level 2
- Essential Skills Wales in Application of Number Level 2
- Essential Skills Wales in Digital Literacy Level 2
- Employee Rights and Responsibilities

Qualification overview for Level 4 Diploma in Professional Competence for IT and Telecoms Professional:

To achieve this qualification, learners must complete 80 credits, including 15 credits from the mandatory Group A, a minimum of 41 credits from Group B and the remaining 24 credits from Group B or Group C.

Optional Group B

Title	Level	Credit
Health and Safety in ICT	1	3
Develop Own Effectiveness and Professionalism	4	12

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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Optional Group B

Learners must achieve a minimum of 41 credits and a maximum of 65 credits from this group

Title	Level	Credit
Using and Managing Bowman Systems for Advance Signalers	3	19
Customer Apparatus and Line Installation	3	22
Customer Care in ICT	2	9
Customer Care in ICT	3	12
Customer Care in ICT	1	6
Customer Care for IT and Telecoms Professionals	4	12
Computer Games Development	2	4
Computer Games Development	3	10
Introduction to Cisco Networking Technologies – CCNA Parts 1 and 2	3	18
Interconnecting Cisco Networking Devices - CCNA Parts 3 and 4	3	18
Cisco Exploration Network Fundamentals	3	10
Cisco Discovery Working at Small to Medium Business or ISP	3	10
Cisco CCNP Route	4	10
Cisco Exploration Routing Protocols and Concepts	3	10
Cisco CCNP Switch	4	10
Cisco Exploration Accessing WAN	3	10
Cisco Exploration LAN Switching and Wireless	3	10
Cisco Discovery Designing and Supporting Computer Networks	3	10
Cisco CCNP Troubleshooting	4	20
Cisco Discovery Introducing Routing and Switching in the Enterprise	3	10
Cisco Discovery Networking from Home and Small Business	3	10
Cisco IT Essentials Part 1	2	10
Cisco IT Essentials Part 2	3	10
Cisco Wireless	3	10
CIW Internet Business Foundations	3	10
CIW Site Development Foundations	3	10
CIW Certified Internet Web Professional	4	40
CIW Network Technology Foundations	3	10
CIW Web Design Specialist	4	20
CIW E-commerce Designer	4	20
CIW Database Design	3	10
CIW Security Essentials	3	10



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CIW Web Foundations Associate	3	30
CIW JavaScript Specialist	3	10
CIW Perl Fundamentals	3	10
CompTIA Linux+	3	9
CompTIA Security+	3	9
CompTIA Network+	3	9
CompTIA Server+	3	9
CompTIA Convergence+	3	9
CompTIA A+ Practical Application	2	10
Certification Partners CompTIA CTP+	3	20
CompTIA Printing and Document Imaging	2	10
CompTIA A+ Essentials	2	10
Data Modelling	3	9
Data Structures and Algorithms	4	15
Data Modelling	2	6
Designing and Developing a Website	4	15
Creating an Event Driven Computer Program	3	12
Creating an Event Driven Computer Program	2	7
Designing and Developing Event-Drive Computer Programs	4	15
Technical Fault Diagnosis	3	12
Technical Fault Diagnosis	2	9
Technical Fault Diagnosis	4	15
Working with ICT Hardware and Equipment	2	9
Working with ICT Hardware and Equipment	1	6
Working with ICT Hardware and Equipment	3	12
Working with ICT Hardware and Equipment	4	15
Introduction to IT Systems Development	2	6
Investigating and Defining Customer Requirements for ICT Systems	3	12
Investigating and Defining Customer Requirements for ICT Systems	4	15
Planning, Implementation and Maintenance of IPTV Delivery Systems	4	17
Interpersonal and Written Communication	1	3
Interpersonal and Written Communication	2	9
Interpersonal and Written Communication	3	12
Managing Software Development	3	12



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Windows 7, Enterprise Desktop Support Technician	2	8
Designing and Developing Windows Applications using the Microsoft .NET Framework 3.5	3	7
Windows Internals	5	15
Windows 7, Enterprise Desktop Administrator	3	8
Windows 7, Configuring	2	6
Designing, Optimising and Maintaining a Database Administrative Solution using Microsoft SQL Server 2008	4	10
Deploying Messaging Solutions with Microsoft Exchange Server 2007	4	9
Designing Database Solutions and Data Access Using Microsoft SQL Server 2008	4	10
Configuring Windows Server 2008 Active Directory	3	13
Configuring Windows Server 2008 Network Infrastructure	3	11
Designing Messaging Solutions with Microsoft Exchange Server 2007	4	10
Oracle Academy: Database Programming with PL/SQL	3	20
Oracle Academy: Database Design and Programming with SQL	3	10
Oracle Academy: Data Design	3	10
Oracle Academy: Oracle Certified Associate Java SE6	3	4
Oracle Academy: Oracle Certified Professional Java Programmer	3	4
Creating an Object Orientated Computer Program	2	7
Creating an Object Orientated Computer Program	3	12
Designing and Developing Object-Orientated Computer Programs	4	15
Creating a Procedural Computer Program	2	7
Creating a Procedural Computer Program	3	12
Designing and Developing Procedural Computer Programs	4	15
Project Management Software	3	5
Project Management Software	1	3
Project Management Software	2	4
Quality Management of ICT Products and Services	3	12
Remote Support for Products and Services	3	12
Remote Support for Products and Services	1	6
Remote Support for Products and Services	2	9
Remote Support for Products and Services	4	15
Security of ICT Systems	3	12
Security of ICT Systems	1	3
Security of ICT Systems	4	15



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Software Installation and Upgrade	3	12
Software Installation and Upgrade	1	6
System Management	3	12
System Management	2	6
IT and Telecoms System Management	4	15
System Operation	3	12
ICT System Operation	2	9
System Operation	1	6
IT and Telecoms Systems Operation	4	15
Technical Advice and Guidance	2	9
Technical Advice and Guidance	3	12
Technical Advice and Guidance	4	15
Testing ICT Systems	2	9
Testing ICT Systems	3	12
Testing ICT Systems	1	6
Testing IT and Telecoms Systems	4	15
User Profile Administration	2	6
User Profile Administration	3	9
VM Ware Master Enterprise Design	3	10
VM Ware Master Enterprise Administration	3	10

Optional Group C

Learners may chose to achieve up to 24 credits from this group.

Title	Level	Credit
Database Software	2	4
Database Software	1	4
Database Software	3	6
Using Email	1	2
Using Email	2	3
Using Email	3	3
Imaging Software	1	3
Imaging Software	2	4
Imaging Software	3	5
Project Management Software	3	5



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Project Management Software	1	3
Project Management Software	2	4
Presentation Software	1	3
Presentation Software	2	4
Presentation Software	3	6
Spreadsheet Software	2	4
Spreadsheet Software	3	6
Spreadsheet Software	1	3
Using the Internet	2	4
Using the Internet	3	5
Using the Internet	1	3
Word Processing Software	3	6
Word Processing Software	1	3
Word Processing Software	2	4
Website Software	3	5
Website Software	1	3
Website Software	2	4
Implement Change in Own Area of Responsibility	4	6
Work Productively with Colleagues and Stakeholders	5	6
Monitor and Review Business Processes	5	3
Plan Change in Own Area of Responsibility	5	6
Review Risk Management Processes in Own Area of Responsibility	4	3
Plan and Manage a Project	4	8
Develop Working Relationships with Colleagues and Stakeholders	4	4

Please contact us for more information:

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