

Computing – IT Systems Support (Networking)



Qualification and Level

Apprenticeship in ICT Professional Competence (IT Systems Support) Level 2 and Level 3

Why Systems Support?

There is a demand across the country for skilled and qualified It and systems support technicians, and employers increasingly need committed, well trained and enthusiastic workers. York College has good relationships with employers across the North Yorkshire region in the fields of Computing & IT Support

By completing an Apprenticeship in ICT Systems Support you will increase your skills, knowledge and performance and become a valuable team member. This will demonstrate to an employer that you have gained the right knowledge and experience to help them in their business and encourage them to invest in you and your career.

Why York College?

York College offers a vibrant young adult environment with over 13,000 full and part-time learners, a friendly atmosphere, and support from specialist staff. We offer a wide range of academic and vocational qualifications at all levels, and work both with individuals and alongside local educational providers and businesses.

Our award-winning £60 million campus offers modern state-of-the-art teaching, learning and social facilities including: realistic training environments with a dedicated computer hardware lab, Learning Centre; hair and beauty spa; day nursery; cafés and food court; restaurant; sports development centre; theatre.

Are there any entry requirements?

To start the programme you must be employed for a minimum of 30 hours per week with an IT company or within an IT Department of an Organisation who can cover the range of work needed for the NVQ. The College may need to speak to your employer to ensure that the range and nature of their work will give you enough experience to complete the NVQ. You will also need 3 GCSE's at grade C or above including Maths & English for Level 2 and a minimum of 5 GCSE's of grades A-C and Maths at grade B minimum, a level 2 Diploma in associated subject area and / or at least one years minimum industry experience.

What will I study?

The ICT Professional Competence (IT Systems Support) Level 2 framework consists of:

- NVQ/ Diploma Level 2 in IT Systems Support
- Key Skills Level 1 in Application of Number
- Key Skills Level 1 in Communication
- Employment Responsibilities and Rights (ERR)

Mandatory units:

- Develop Personal and Organisational Effectiveness Level 2
- Health & safety Level 2
- Customer Care Level 1

The ICT Professional Competence (IT Systems Support) Level 3 framework consists of:

- NVQ/ Advanced Diploma Level 3 in IT Systems Support (Networking)
- Key Skills Level 2 in Application of Number
- Key Skills Level 2 in Communication
- Employment Responsibilities and Rights (ERR)

Mandatory units:

- Develop Personal and Organisational Effectiveness Level 3
- Health & safety Level 3
- Customer Care Level 2

You must do all the qualifications in the framework. You will receive a certificate for each qualification as you achieve it, and after you have achieved them all you will receive an Diploma Certificate.

How will I be assessed?

The programme runs over a period of one year. You will attend College on two evenings per week for the academic year, from 5.00pm – 8.00pm on a Mon & Wed for the Level 3 and a Tues & Thurs for the Level 2 and work for your employer the rest of the time.

For the NVQ you will build up a portfolio, which is a collection of examples or evidence of your work that demonstrates your skills and ability, including a work diary, photos, statements from your employer and colleagues and examples of completed tasks. Assessment consists of practical tasks, observations, oral questioning, written questions, assignments, projects and written tests.

The Technical Certificates are assessed using both practical and written tests.
The Functional Skills are assessed through written tests.

What can I do next?

After achieving the Apprenticeship and Diploma in ICT System Support, most employees will have the opportunity of further professional development within their company, in some case leading to promotion.

Progression options also include the City and Guilds 4520 Level 3 Advanced Diploma in ICT Systems Support (Networking) which is a great route to Level 4 or a Foundation Degree.

What alternatives are there?

- Retail Financial Services
- Business
- Engineering

How do I apply?

Fill in the Work Based Learning Application Form and send it to the Admissions Team at York College at the address below. We'll write to invite you to an interview and guidance session. Our programmes are popular and fill up quickly, so we advise you to apply as early as you can, even if you don't yet have a job.

Who can give me further information and advice?

Admissions Team

Your first point of contact about the application process.
York College, Sim Balk Lane, York YO23 2BB
01904 770449, admissions.team@yorkcollege.ac.uk

Employer Engagement Support Officer

Advice about Apprenticeships and finding a job.
York College, Sim Balk Lane, York YO23 2BB
01904 770445, apprenticeships@yorkcollege.ac.uk

Future Prospects

Advice about careers, Apprenticeships and other courses in the York area.
24 Swinegate, York YO1 8AZ
01904 634748, admin@futureprospects.org.uk, www.futureprospects.org.uk

Student Services

Confidential information, advice and signposting on a wide range of matters including accommodation, travel, childcare, welfare, benefits and financial assistance.
York College, Sim Balk Lane, York YO23 2BB
01904 770397, studentservices@yorkcollege.ac.uk

National Apprenticeship Service Helpline and website

Information about Apprenticeships from the National Apprenticeship Service for students, parents and employers.
08000 150 600, www.apprenticeships.org.uk

York College is committed to creating an environment where there is mutual respect and equality of opportunity.