



Who should do this qualification?

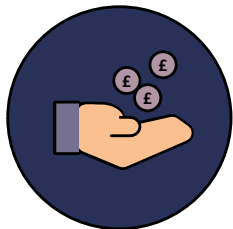
Whilst the main role of the Apprentice on this framework is the application of IT, this may occur in the context of a range of situations and industry sectors such as:

- Office/Business Administration
- Accounts departments
- Publishing or multimedia
- Sales and Marketing departments
- Education and training

In addition to traditional data entry clerk and VDU operator job titles some more current IT-related job titles are beginning to emerge such as:

- iHub Clerk
- IT/Web Technology Officer
- ICT Technician
- IT Support
- IT Change Assistant
- IT Clerk

The Advanced Apprentice will be prepared for job roles requiring in-depth knowledge and competence in the application of a range of systems and/or software applications, and to deal with non-routine and unfamiliar problems. They will demonstrate wide-ranging transferable skills and the ability to develop and test solutions to improve workplace productivity through the application of IT.

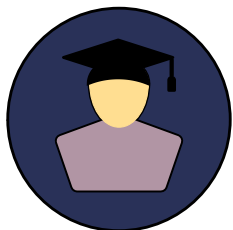


Benefits to the Business

- IT user skills are required for over 72% of job roles
- Over 90% of new posts specifically require IT user skills
- Making the most of technology is arguably the single most important step that can be taken to improve productivity

A workforce who will be better equipped for the IT demands of the next 5 years:

- increased usage of mobile computing / applications and virtualisation
- new implementation of 'Green IT'
- rapid development of new technologies to support business process management
- increased security and data protection



Benefits to the Learner

This framework provides the apprentice with the competence, skills and knowledge to work effectively and efficiently with IT systems, communication and productivity tools and software applications. This includes the creation and amendment of many types of formatted information including documents, diagrams, spreadsheets and presentations. It also includes maintaining simple websites, using the internet to find and exchange information and using social media to disseminate information.



Components of the Apprenticeship

Level 3 Diploma in IT User Skills (ITQ)

A total of **39 credits**

+

Functional Skills Maths	Level 2
Functional Skills English	Level 2
Functional Skills ICT	Level 2
Employee Rights and Responsibilities (ERR)	✓
Personal Learning and Thinking Skills (PLTS)	✓

Mandatory Units

Title	Credit Value	Unit Level
Improving Productivity Using IT	5	3
Understanding the Potential of IT	8	3
Developing Personal and Team Effectiveness Using IT	4	3

Optional Units

Title	Credit Value	Unit Level
Set Up an IT System	5	3
Optimise IT System Performance	5	3
IT Security for Users	3	3
Using the Internet	5	3
Using Email	3	3
Using Collaborative Technologies	6	3
Audio Software	4	3
Video Software	4	3
Bespoke Software	4	3
Specialist Software	4	3
Computerised Accounting Software	5	3
Data Management Software	4	3
Database Software	6	3
Design Software	5	3
Imaging Software	5	3
Desktop Publishing Software	5	3
Drawing and Planning Software	4	3
Multimedia Software	6	3
Presentation Software	6	3
Project Management Software	5	3
Spreadsheet Software	6	3
Website Software	5	3
Word Processing Software	6	3
3D Drawing and planning software	5	3
3D Design software	5	3
3D Animation software	5	3

Other Units Available

Title	Credit Value	Unit Level
IT User fundamentals	3	3
Setting up an IT system	4	3
Optimise IT system performance	4	2
Security for IT users	2	1
IT communication fundamentals	2	2
Using the Internet	4	3
Using email	3	2
Using collaborative technologies	4	3
Using mobile IT devices	2	2
Personal information management software	2	2
IT software fundamentals	3	3
Audio software	3	2
Video software	3	2
Bespoke software	3	2
Specialist software	3	2
Computer accounting software	3	2
Data management software	3	2
Database software	4	3
Design software	4	3
Imaging software	4	3
Desktop publishing software	4	3
Drawing and planning software	3	2
Multimedia software	4	3
Presentation software	4	3
Project management software	4	3
Spreadsheet software	4	3
Website software	4	3
Word processing software	4	3
Understand the potential of IT	8	N/A
Developing personal and team effectiveness using IT	4	N/A
Internet safety for IT users	N/A	3
Using a computer keyboard	N/A	1
3D Drawing and planning software	4	3
3D Design software	4	3
3D Animation software	4	3
Operate an IT system in the aviation industry	2	N/A
IT User fundamentals	3	3

Sector Specific Units (SSU)

A learner may use a unit from another industry sector qualification toward the achievement of this qualification to a maximum of 4 credits. Centres should either select the unit that is the credit value if it is worth 1 to 4 credits or where the imported unit is larger they should only use the 4 credit unit.