

## Who should do this qualification?

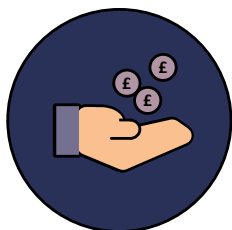
Whilst the main role of the Apprentice on this framework is the application of IT, this may occur in the context of a range of situations and industry sectors such as:

- 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

An Intermediate Apprentice should be considered where the range of software applications is limited, or the activities to be carried out are mainly routine in nature. The flexible design of the ITQ allows for a particular application specialism e.g. in word processing or spreadsheets at Advanced level within an overall Intermediate framework. The addition of underpinning knowledge, personal learning and thinking skills and functional skills ensures the Apprentice can not only apply IT but is also literate, numerate and able to solve problems and work in teams as required.

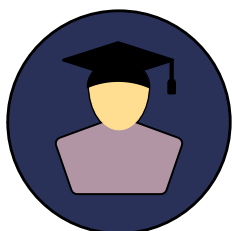


## Benefits to the Business

- 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 2 Diploma in IT User Skills (ITQ)

+

Functional Skills Maths	Level 1
Functional Skills English	Level 1
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	4	2
Understanding the Potential of IT	8	2
Developing personal and team effectiveness using IT	4	2

### Optional Units

Title	Credit Value	Unit Level
IT User Fundamentals	3	2
Set Up an IT System	4	2
Optimise IT System Performance	4	2
IT Security for Users	2	2
IT Communication Fundamentals	2	2
Using the Internet	4	2
Using Email	3	2
Using Collaborative Technologies	4	2
Using Mobile IT Devices	2	2
Personal Information Management Software	2	2
IT Software Fundamentals	3	2
Audio Software	3	2
Video Software	3	2
Bespoke Software	3	2
Specialist Software	3	2
Computerised Accounting Software	3	2
Data Management Software	3	2
Database Software	4	2
Design Software	4	2
Imaging Software	4	2
Desktop Publishing Software	4	2
Drawing and Planning Software	3	2
Multimedia Software	4	2
Presentation Software	4	2
Project Management Software	4	2
Spreadsheet Software	4	2
Website Software	4	2
Word Processing Software	4	2
3D Drawing and planning software	4	2
3D Design software	4	2
3D Animation software	4	2

## Optional Units (continued)

Title	Credit Value	Unit Level
Understanding the Potential of IT	8	2
Developing personal and team effectiveness using IT	4	2

## Other Units Available

Title	Credit Value	Unit Level
IT User fundamentals	N/A	3
Setting up an IT system	5	3
Optimise IT system performance	5	2
Security for IT users	3	1
IT communication fundamentals	N/A	2
Using the Internet	5	3
Using email	3	2
Using collaborative technologies	6	3
Using mobile IT devices	N/A	2
Personal information management software	N/A	2
IT software fundamentals	N/A	3
Audio software	4	2
Video software	4	2
Bespoke software	4	2
Specialist software	4	2
Computer accounting software	5	2
Data management software	4	2
Database software	6	3
Design software	5	3
Imaging software	5	3
Desktop publishing software	5	3
Drawing and planning software	4	2
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
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	1
Using a computer keyboard	N/A	3
3D Drawing and planning software	5	3
3D Design software	5	3
3D Animation software	5	3
IT User fundamentals	N/A	3
Setting up an IT system	5	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.