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## City & Guilds

### 501/1787/7 Level 4 Diploma in ICT Professional Competence

## OVERVIEW

### What does this qualification cover?

The Level 4 Diploma in ICT Professional Competence qualification comprises two mandatory units and a wide range of optional units to provide skills and knowledge to underpin a range of job roles within the ICT industry. The two mandatory units are:

- Develop own effectiveness and professionalism
- Health and safety in ICT

Optional units include such topics as;

- Customer care in ICT
- Interpersonal and written communication
- Remote support for products or services
- Security of ICT system
- Software installation and upgrade
- System operation
- Technical advice and guidance
- Technical fault diagnosis
- Testing ICT systems
- Working with ICT hardware and equipment
- Imaging software
- Database software
- Vendor qualifications such as Microsoft, Cisco and CompTIA

This is a Framework qualification.



### Who could take this qualification?

The Level 3 Diploma in ICT Professional Competence is designed for those looking to develop and practise the skills required for gaining employment into the IT and Telecoms sector.

No previous experience or qualifications in ICT are expected, though the learner would benefit from having taken;

- 500/9795/7 Level 3 Certificate in Designing and Planning an Internal Communications Network
- 500/9795/7 Level 3 Certificate in Designing and Planning an External Overhead Communications Network
- 500/9795/7 Level 3 Certificate in Designing and Planning an External Underground Communications Network
- 500/3476/5 Level 3 Certificate in ICT Systems and Principles
- 501/1585/6 Level 3 Diploma in ICT Systems Support
- 501/0277/1 Level 3 Diploma for ICT Systems and Principles for IT Professionals
- 601/1487/3 Level 3 Diploma in Information Security

The qualification is suitable for a wide age range starting at 16.

### **What could this qualification lead to?**

#### Will the qualification lead to employment?

This may provide some basic skills and knowledge for a learner to undertake roles in areas such as;

- Database administration
- Internet/Web support and development
- IT Product development
- Multimedia design
- Network support
- Office equipment servicing
- Software/application development
- Telecommunications support

#### Will the qualification support progression to further learning?

The Level 4 Diploma in ICT Professional Competence provides the underpinning knowledge and skills that would allow a learner to gain or improve their skills by undertaking a higher level qualification, such as;

- 600/6124/8 Level 4 Diploma for ICT Systems and Principles for IT Professionals
- 601/1789/8 Level 4 Diploma in Information Security

And become a member of BCS/Chartered Institute of IT and undertake various ICT Professional Certifications, it can also lead to Registered IT Technician status.

The qualification is the Competency element of the Higher Apprenticeship in IT, Software, Web and Telecoms.

### Using this size of qualification

This qualification has been created to provide the practical elements for those looking to undertake a role within the ICT industry and allows learners to concentrate on a specific area or gain wider set skills and knowledge before progressing into a specific role.

### Who supports this qualification?

#### **Employers**

##### **Cisco**

Ian Foddering  
020 8824 1000

##### **Microsoft**

Sarah Foxall  
0844 800 2400

#### **Trade Body**

##### **CompTIA**

Graham Hunter  
0207 330 6060

##### **ForgeRock** Kevin Streater

kevin.streater@forgerock.com

##### **IBM**

Paul D Jagger  
023 9256 1000

##### **Optimity** Anthony

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aimpey@optimity.co.uk

##### **Esuasive** Colin Weaver

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