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## City & Guilds

### 501/1671/X Level 1 Certificate in ICT Professional Competence

#### OVERVIEW

##### What does this qualification cover?

The Level 1 Certificate 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:

- Improving productivity using IT
- Health and safety in ICT

Optional units include such topics as;

- Customer care in ICT
- Health and Safety 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 1 Certificate 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. It is also ideal as part of a Traineeship or other preparation for work programmes.

No previous experience or qualifications in ICT are expected and the qualification is suitable for a wide age range starting at 14.



## 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 junior or assistant roles within a supervised environment, 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 1 Certificate 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;

- 500/3475/3 Level 2 Award in ICT Systems and Principles
- 501/1623/X Level 2 Certificate in ICT Systems Support
- 501/1430/X Level 2 Diploma in ICT Systems Support
- 501/1859/6 Level 2 Diploma in ICT Systems and Principles for IT Professionals
- 500/8616/9 Level 2 Award in Communications Cabling - Fibre Optic Cabling in an Internal Environment
- 500/8616/9 Level 2 Award in Communications Cabling - Fibre Optic Cabling in an External Environment
- 500/8616/9 Level 2 Award in Communications Cabling - Copper Cabling in an Internal Environment

The qualification can also provide a pathway to an Intermediate Apprenticeship in IT, Software, Web and Telecoms.

### Using this size of qualification

This qualification has been created to provide a basic introduction into the ICT industry for a range of roles, allowing 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

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

kevin.streater@forgerock.com

##### **IBM**

Paul D Jagger  
023 9256 1000

##### **Optimity** Anthony

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

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#### **Trade Body**

##### **CompTIA**

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