**City & Guilds**

**501/1789/0      Level 2 Diploma in ICT Professional Competence**

# OVERVIEW

<u>What does this qualification cover?</u>

The Level 2 Diploma in ICT Professional Competence qualifications primary purpose is to lead onto employment and comprises of two mandatory units that provide guidance on self development and being safe in the work place and a wide range of optional vocational units to provide skills and knowledge comprises over 80% of the learning 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 2 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 you would benefit from having taken;

- 501/1671/X    Level 1 Certificate in ICT Professional Competence
- 500/3475/3    Level 2 Award in ICT Systems and Principles
- 501/1623/X    Level 2 Certificate in ICT Systems Support
- 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 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 you to undertake junior or assistant roles within a supervised environment, in areas such as;

- Database administration assistant
- Internet/Web support and development assistant
- IT Product development assistant
- Network support technical assistant
- Office equipment service technician
- Software/application development assistant
- Telecommunications support assistant

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

The Level 2 Diploma in ICT Professional Competence provides the underpinning knowledge and skills that would allow you to gain or improve their skills by undertaking a higher level qualification, such as;

- 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
- 501/1788/9    Level 3 Diploma in ICT Professional Competence
- 601/1487/3    Level 3 Diploma in Information Security

- 600/6124/8    Level 4 Diploma for ICT Systems and Principles for IT Professionals
- 501/1787/7    Level 4 Diploma in ICT Professional Competence

Using this size of qualification

It is expected that if you are taking the City & Guilds Level 2 Diploma in ICT Professional Competence you will be looking to demonstrate practical skills to enable you to enter the ICT industry and gain a wide set skills and knowledge before progressing into a specific role supported by higher level qualifications. There is flexibility in the qualification that can allow you to concentrate on just one area of ICT if your chosen job role requires this focus.

Who supports this qualification?

**Employers**

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|---|---|---|
| **Cisco** | **ForgeRock** | **Optimity** |
| **Microsoft** | **IBM** | **Esuasive** |

**Trade Body**
**CompTIA**