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City & Guilds

501/1174/7 Level 1 Award in IT Systems Support - PC Maintenance

OVERVIEW

What does this qualification cover?

The Level 1 Award in IT Systems Support - PC Maintenance qualification offers an introduction to a career in the ICT sector, working with clients in the office or home. It provides a general grounding in basic hardware maintenance and software installation, as well as developing troubleshooting knowledge and skills.

All learners will complete two mandatory units:

- Dismantle, assemble, install and maintain a desktop computing system
- Fundamentals of computing systems and customer care

This is a Framework qualification.

Who could take this qualification?

The City & Guilds Level 1 Award in IT Systems Support - PC is an ideal qualification 14-18 year olds looking to gain the skills and knowledge to progress first role in the ICT industry where further learning may be required or adult learners looking for a change in career, or a boost to their skills for carrying out home maintenance on their computer.

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 a PC maintenance role within a supervised environment.

Will the qualification support progression to further learning?

The Level 1 Award in IT Systems Support - PC Maintenance provides the underpinning knowledge and skills that would allow a learner to extend their competency in further areas at the same level using:

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

Or 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 through the maintenance of PCs incorporating troubleshooting skill that could help the learner into a workshop role building or fixing PCs.

Who supports this qualification?

Employers

Cisco

Ian Foddering
020 8824 1000

Microsoft

Sarah Foxall
0844 800 2400

ForgeRock Kevin Streater
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IBM

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Trade Body

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