

3 February 2014

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City & Guilds

501/1585/6 Level 3 Diploma for ICT Systems Support

OVERVIEW

What does this qualification cover?

The Level 3 Diploma in ICT Systems Support qualification provides a substantial range of knowledge and practice required to work in ICT support roles for networks, systems and telecoms. It can be used for the Technical Certificate in Advanced Apprenticeship in IT, Software, Web and Telecoms.

Learners are required to complete a mandatory unit;

- Customer Support Provision

and can then select a range of units that meets their career plans within a ICT support environment or that will underpin the Competency element of the Advanced Apprenticeship in IT, Software, Web and Telecoms. Typical subjects covered include;

- Maintain equipment and systems
- Principles of ICT System and data security
- Software testing
- Networking principles
- Systems architecture
- Telecommunications principles
- Principles of ICT System and data security
- Vendor qualifications such as Microsoft, Cisco and CompTIA

This is a Framework qualification.

Who could take this qualification?

The Level 3 Diploma in ICT Systems Support qualification is an ideal qualification for those looking to gain the skills and knowledge to undertake a career in an ICT support role.

No previous experience or qualifications in ICT are expected and 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 qualification provides some basic skills and knowledge for a learner to undertake a role in ICT systems support either in a help desk environment or as part of a field support team in areas such as;

- a systems technician
- a network technician
- a telecoms technician
- a software support technician

Will the qualification support progression to further learning?

The Level 3 Diploma in ICT Systems and Principles for IT Professionals provides the underpinning knowledge and skills that would allow a learner to extend their competency in further areas at the same level using:

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

Or 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
- 501/1787/7 Level 4 Diploma in ICT Professional Competence
- 601/1789/8 Level 4 Diploma in Information Security

The qualification can also use this as part of an the Advanced Apprenticeship in IT, Software, Web and Telecoms and can lead to either the Higher Apprenticeship in IT, Software, Web and Telecoms or Information Security.

Using this size of qualification

This qualification has been created to provide a substantial introduction into the ICT industry and allow the learner to select a set of units support a range of ICT support roles.

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

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IBM

Paul D Jagger
023 9256 1000

Optimity Anthony

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