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## City & Guilds

### 501/1430/X Level 2 Diploma in ICT Systems Support

## OVERVIEW

### What does this qualification cover?

The Level 2 Diploma in ICT Systems Support qualification is an introduction to the knowledge required to work as a system support technician, network support technician or telecoms support technician. It can be used for the Technical Certificate in Intermediate 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 Intermediate Apprenticeship in IT, Software, Web and Telecoms. Typical subjects covered include;

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

This is a Framework qualification.

### Who could take this qualification?

The Level 2 Diploma in ICT Systems Support qualification is an ideal qualification for those looking to gain the skills and knowledge to undertake a specific ICT support job role.

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 qualification provides some basic skills and knowledge for a learner to undertake a role within a supervised ICT systems support help desk environment 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 2 Diploma in ICT Systems Support provides the underpinning knowledge and skills that would allow a learner to extend their competency in further areas at the same level using:

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

Or gain or improve their skills by undertaking a higher level qualification, such as;

- 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
- 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

The qualification can also use this as part of an Intermediate Apprenticeship in IT, Software, Web and Telecoms or progress to the Advanced Apprenticeship in IT, Software, Web and Telecoms.

### Using this size of qualification

This qualification has been created to provide the learner with opportunity to select a wide range of units to allow them to have a choice of ICT support job roles.

### 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  
Impneyt  
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**Esuasive** Colin Weaver  
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#### **Trade Body**

**CompTIA**  
Graham Hunter  
0207 330 6060