



APPRENTICESHIP

# Professional Competence for IT Professionals

Level 3

# 3



# Apprenticeship Framework

The Level 3 Professional Competence for IT and Telecoms Professionals (Cyber Analyst Pathway) Apprenticeship has been designed with employers in Wales to equip employees with the primary IT skills that they need to be able to support with managing the day-to-day operation of hardware and software and controlling risks to the integrity of data assets. This apprenticeship programme is designed to provide a robust vocational route to obtaining the skills and knowledge required to succeed as a cyber security analyst.

## Who is this apprenticeship for?

This programme is suitable for those seeking a developing career in the exciting IT and telecoms sector, for those wishing to upskill themselves to take on a more responsible role in the organisations information technology delivery or, for IT and telecoms professionals who want an accredited qualification to affirm their existing experience in the field.

## On completion apprentices will achieve the following:

- Pearson BTEC Level 3 Diploma in Professional Competence for IT
- Pearson BTEC Level 3 Certificate in ICT Systems and Principles
- Essential Skills Wales Level 2 in Communication
- Essential Skills Wales Level 2 in Application of Number



## Benefits of the apprenticeship programme:

**Accelerate Your Career Growth:** Undertaking the Level 3 Professional Competence for IT and Telecoms Professionals apprenticeship will provide the essential information technology skills and hands on experience to supercharge a developing IT career across a broad range of industrial sectors.

**Industry-Recognised Certification:** Upon successful completion of this programme, apprentices will earn an industry-recognised certification, providing them with a competitive edge in the job market. Employers value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.

**Practical and Real-World Learning:** Our programme emphasises practical, real-world learning. Apprentices will practice skills in the workplace collaborating with experienced colleagues and supported by ALS professionals who will guide them through every step of the process.

**Tailored Curriculum:** Our comprehensive curriculum is designed to meet the information technology demands of organisations across the Welsh economy and wider. Apprentices cover essential topics such as system security, threat and risk analysis, continual development, and professionalism.

**Experienced and Knowledgeable Advisors:** Throughout the apprenticeship, we will provide access to a network of experienced advisors who will provide guidance, coaching, support, and feedback.

## Course Delivery

- Typical duration of 21 months.
- Induction session for apprentices and for their line managers.
- One to One tutor coaching and assessment support sessions.
- Supported by self-study online resources.
- 4 Essential skills assessment days. (2 Preparation days and 2 Live Task days) \*\*
- 2 hour long essential skills confirmatory tests. \*\*

*\*\*Essential Skills activities are not applicable to apprentices with exemptions.*



# Level 3 BTEC Diploma in Professional Competence for IT

## Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

## Qualification Structure Summary

The Level 3 BTEC Diploma in Professional Competence for IT consists of 3 mandatory units, with a total of 24 credits plus a minimum of 48 optional credits.

**Please note: at least 44 credits must be at Level 3 or above.**

Unit rules of combination.

- Mandatory Units (Learners must achieve all 3 units) – 24 credits.
- Optional units – minimum 48 credits.
- The same unit may not be selected at the same level (e.g. Testing ICT Systems Level 2 and Testing ICT Systems Level 3)
- A maximum of 12 credits can be selected from optional group D

## What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business). Below is a brief overview of the units available.

Mandatory Units	
Unit Title	Level
Health and Safety in ICT	3
Develop Own Effectiveness and Professionalism	3
Security of ICT Systems	3

Optional units (48 credits required – minimum 44 credits at Level 3)		
Unit Title	Level	Credits
Customer Care in ICT	1	6
Customer Care in ICT	2	9
Customer Care in ICT	3	12
Customer Care for IT and Telecoms Professionals	4	12
Interpersonal and Written Communication	1	3
Interpersonal and Written Communication	2	9
Interpersonal and Written Communication	3	12
Technical Fault Diagnosis	2	9
Technical Fault Diagnosis	3	12
Technical Fault Diagnosis	4	15
Working with ICT Hardware and Equipment	1	6
Working with ICT Hardware and Equipment	2	9
Working with ICT Hardware and Equipment	3	12
Working with ICT Hardware and Equipment	4	15
Customer Apparatus and Line Installation	3	22
Remote Support for Products or Services	1	6
Remote Support for Products or Services	2	9
Remote Support for Products or Services	3	12
Remote Support for Products or Services	4	15
Software Installation and Upgrade	1	6
Software Installation and Upgrade	3	9
Software Installation and Upgrade	4	12
System Management	2	6

System Management	3	12
IT and Telecoms System Management	4	15
System Operation	1	6
ICT System Operation	2	9
System Operation	3	12
IT and Telecoms System Operation	4	15
Technical Advice and Guidance	2	9
Technical Advice and Guidance	3	12
Technical Advice and Guidance	4	15
Testing ICT Systems	1	6
Testing ICT Systems	2	9
Testing ICT Systems	3	12
Testing IT and Telecoms Systems	4	15
User Profile Administration	2	6
User Profile Administration	3	9
Copper Cable Jointing and Closure Techniques	3	23
Introduction to Fibre Telecommunications	2	2
Communicating in the IT Industry	2	5
Presenting Information Using ICT	2	10
<b>Restricted Optional units - Learners may complete a maximum of 12 credits.</b>		
Using Email	1	2
Using Email	2	3
Using Email	3	3
Using the Internet	1	3
Using the Internet	2	4
Using the Internet	3	5
Presentation Software	1	3
Presentation Software	2	4
Presentation Software	3	6
Word Processing Software	1	3
Word Processing Software	2	4
Word Processing Software	3	6



# Level 3 BTEC Certificate in ICT Systems and Principles

## Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

## Qualification Structure Summary

The Level 3 BTEC Certificate in ICT Systems and Principles consists of units totalling 37 credits.

**Please note: at least 22 credits must be at Level 3.**

Unit rules of combination

- Optional units – minimum 37 credits.

## What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business). Below is a brief overview of the units available.

**Optional units (37 credits required – minimum 22 credits at Level 3)**

<b>Unit Title</b>	<b>Level</b>	<b>Credits</b>
Communicating in the IT Industry	2	5
Working in the IT Industry	2	5
Presenting Information Using IT	2	10
Project Planning Using IT	2	10
Computer Systems	2	10
Systems Architecture	2	6
IT Support	2	10
IT Fault Diagnosis and Remedy	2	10
An Introduction to Communication Technologies	2	9
An Introduction to Telephony Systems	2	9
Telecommunications Principles	2	7
Telecommunications Technologies	2	10
Mobile Communication Technologies	2	10
Principles of ICT Systems and Data Security	2	6
Networking Principles	2	6
Setting up an IT Network	2	10
Data Representation and Manipulation for IT	2	7
Mathematics for IT	2	10
Software Testing	2	6
Web Fundamentals	2	7
Supporting Organisations with IT	2	10
Doing Business Online	2	10
Communication and Employability Skills for IT	3	10
Project Planning with IT	3	10
Computer Systems	3	10
Systems Architecture	3	10
Maintaining Computer Systems	3	10
IT Technical Support	3	10
Communication Technologies	3	10
Telecommunications Principles	3	10
Telecommunications Systems	3	10
Telephony Voice Systems Operation	3	9
Communications Equipment Installation Techniques	3	9
Fault Diagnosis & Maintenance of Communications Equipment	3	9
Communications for Engineering Technicians	3	10
Communications Workshop Practice	3	10
Electrical and Electronic Principles	3	10
Principles and Applications of Electronic Devices and Circuits	3	10



Health and Safety in the Engineering Workplace	3	10
Principles of ICT Systems and Data Security	3	9
Networking Principles	3	10
Computer Networks	3	10
Core Network Techniques	3	9
Managing Networks	3	10
Networked Systems Security	3	10
Access Network Techniques and Applications	3	10
Advanced Data Representation and Manipulation for IT	3	7
Mathematics for IT Practitioners	3	10
Information Systems	3	10
Systems Analysis and Design	3	10
Software Design Fundamentals	3	10
Software Testing	3	9
Web Development	3	10
Impact of the Use of IT on Business Systems	3	10
e-Commerce	3	10

## Have any questions about our Level 3 Certificate in ICT Systems and Principles?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact at [info@alstraining.org.uk](mailto:info@alstraining.org.uk)

# 4

## Essential Skills Qualifications

When you agree to undertake an apprenticeship, you may be required to complete Essential Skills as part of your apprenticeship framework.

### Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Application of Number.

### Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish. This will be discussed with you before you sign up with us, and will also be followed up by your assessor before and during your first visit from us.

### Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact [info@alstraining.org.uk](mailto:info@alstraining.org.uk)