

# Level 2 & 3 NVQ Diploma in Professional ICT

City & Guilds



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# Level 2 NVQ Diploma in ICT Professional Competence

This qualification is regulated by the Office of Qualifications and Examinations Regulation (Ofqual) at Level 2. The City & Guilds Diploma in Professional Competence for ICT Professionals combines competence based National Occupational Standards (NOS) units with the opportunity to complete a broader set of industry recognised certifications, such as Microsoft and Cisco qualifications and systems and principles units from the expert in vocational qualifications, City & Guilds.

The aims of this qualification are to:

- Meet the needs of learners who work or want to work in the IT and Telecoms sector as Database Administrators, Internet/Web Professionals, IT Product Developers, IT Technical Sales Specialist, IT Trainers, Multimedia Designers, Network Managers, Office Equipment Service Technicians, Software Developer/Programmers, Systems Analysts and Telecommunications Technicians
- Allow learners to learn, develop and practise the skills required for employment and/or career progression in the IT and Telecoms sector
- Contribute to achieving the competence required to follow a career as either a Telecoms or IT Professional, whilst containing additional skills and knowledge which go beyond the scope of the NOS.

This qualification comprises two mandatory units and a wide range of optional units selected to meet national occupational standards or specific vendor requirements:

- Software development
- Networking
- Hardware
- Games development
- Web development
- Data analysis
- Software design
- Project management



To achieve the City & Guilds Level 2 Diploma in ICT Professional Competence learners must gain:

- 48 credits from (102-103, 106-111, 113-114, 171-180, 201, 203-206, 208-217, 219, 221, 226-227, 271-280, 301, 303, 305-317, 319, 321, 326-327, 360, 371-380, 600-644, 857-860, 862-863, 865, 868, 871-872, 877-885, 887-891) 9 credits from the mandatory units (102, 204)
- A minimum of 27 credits from (201, 203, 205-206, 208-217, 219, 221, 226-227, 271-280, 606-607, 617-629) A maximum of 1 unit from (201, 203, 301, 303) A maximum of 12 credits from (171-180, 271-280, 371-380)
- **\*\*Please note: Only the highest unit value in any subject matter can count towards the award\*\*** The mandatory units must be achieved using workplace evidence.

# Level 2 NVQ Diploma in ICT Professional Competence

Optional units can be achieved using other assessment methodology.

102 Level 1 Health and safety in ICT 3 103 Level 1 Interpersonal and written communication 3 106 Level 1 Remote support for products or services 6 107 Level 1 Security of ICT systems 3 108 Level 1 Software installation and upgrade 6 109 Level 1 System operation 6 110 Level 1 Technical advice and guidance 6 111 Level 1 Technical fault diagnosis 6 113 Level 1 Testing ICT systems 6 114 Level 1 Working with ICT hardware and equipment 6 171 Level 1 Imaging software 3 172 Level 1 Database software 3 173 Level 1 Using email 2 174 Level 1 Using the internet 3 175 Level 1 Presentation software 3 176 Level 1 Spreadsheet software 3 177 Level 1 Website software 3

Unit no.	Unit Title
102	Level 1 Health and safety in ICT
103	Level 1 Interpersonal and written communication
106	Level 1 Remote support for products or services
107	Level 1 Security of ICT systems
108	Level 1 Software installation and upgrade
109	Level 1 System operation
110	Level 1 Technical advice and guidance
111	Level 1 Technical fault diagnosis
113	Level 1 Testing ICT systems
114	Level 1 Working with ICT hardware & equipment
171	Level 1 Imaging software
172	Level 1 Database software
173	Level 1 Using email
174	Level 1 Using the internet
175	Level 1 Presentation software
176	Level 1 Spreadsheet software
177	Level 1 Website software
178	Level 1 Word processing software
179	Level 1 Desktop publishing software
180	Level 1 Design software
201	Level 2 Customer care in ICT
203	Level 2 Interpersonal and written communication
204	Level 2 Develop own effectiveness and professionalism
205	Level 2 Introduction to IT systems development
206	Level 2 Remote support for products and services
208	Level 2 Software installation and upgrade
209	Level 2 ICT system operation
210	Level 2 Technical advice and guidance



<b>Unit no.</b>	<b>Unit Title</b>
211	Level 2 Technical fault diagnosis
212	Level 2 IT project management
213	Level 2 Testing ICT systems
214	Level 2 Working with ICT hardware and equipment
215	Level 2 Computer games development
216	Level 2 Data modelling
217	Level 2 System management
219	Level 2 User profile administration
221	Level 2 Creating a procedural computer program
226	Level 2 Creating an object-oriented computer program
227	Level 2 Creating an event-driven computer program
271	Level 2 Imaging software
272	Level 2 Database software
273	Level 2 Using email
274	Level 2 Using the internet
275	Level 2 Presentation software
276	Level 2 Spreadsheet software
277	Level 2 Website software
278	Level 2 Word processing software
279	Level 2 Desktop publishing software
280	Level 2 Design software
301	Level 3 Customer care in ICT
303	Level 3 Interpersonal and written communication
305	Level 3 Investigating & defining customer requirements for ICT systems
306	Level 3 Remote support for products and services
307	Level 3 Security of ICT systems
308	Level 3 Software installation and upgrade
309	Level 3 System operation
310	Level 3 Technical advice and guidance
311	Level 3 Technical fault diagnosis
312	Level 3 IT project management
313	Level 3 Testing ICT systems
314	Level 3 Working with ICT hardware and equipment
315	Level 3 Computer games development
316	Level 3 Data modelling
317	Level 3 System management
319	Level 3 User profile administration
321	Level 3 Creating a procedural computer program
326	Level 3 Managing software development
327	Level 3 Quality management of ICT products and services
360	Level 3 Using and managing BOWMAN systems for advanced signallers
371	Level 3 Imaging software
372	Level 3 Database software
373	Level 3 Using email
374	Level 3 Using the internet
375	Level 3 Presentation software

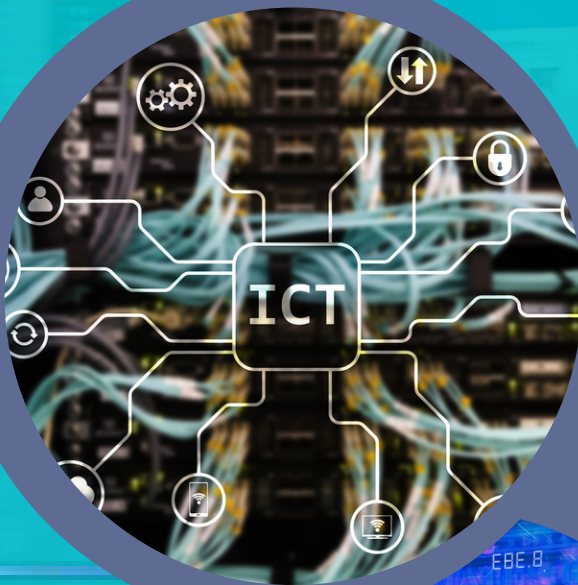


<b>Unit no.</b>	<b>Unit Title</b>
376	Level 3 Spreadsheet software
377	Level 3 Website software
378	Level 3 Word processing software
379	Level 3 Desktop publishing software
380	Level 3 Design software
378	Level 3 Word processing software
379	Level 3 Desktop publishing software
380	Level 3 Design software
600	Level 3 Introduction to networks
602	Level 3 Scaling networks
603	Level 3 Connecting networks
604	Level 1 Practical fundamentals of ICT
605	Level 1 Fundamentals of IT technology
606	Level 2 Principles and concepts of Cloud computing
607	Level 2 ICT fundamentals
608	Level 3 Fundamentals of Linux based operating systems
609	Level 3 Implement/maintain Cloud technology & infrastructure
610	Level 3 Configure & manage Linux based operating systems
611	Level 3 Implement and manage a network
612	Level 3 Securing ICT systems and networks
613	Level 3 Install and configure a server
614	Level 3 Implement & manage a mobile computing environment
615	Level 3 Developing security for mobile apps on iOS
616	Level 3 Developing security for mobile apps on Android
617	Level 2 Fundamentals of Windows based server admin
618	Level 2 Fundamentals of Database administration
619	Level 2 Fundamentals of Windows based operating systems
620	Level 2 Software development fundamentals
621	Level 2 Gaming development fundamentals
622	Level 2 HTML5 application development fundamentals
623	Level 2 Software testing fundamentals
624	Level 2 Networking fundamentals
625	Level 2 IT security fundamentals
626	Level 2 Windows development fundamentals
627	Level 2 Web development fundamentals
628	Level 2 NET fundamentals
629	Level 2 Mobile development fundamentals
630	Level 3 Administering server databases
631	Level 3 Administering a Windows based server
632	Level 3 Configuring advanced Windows server services



**Unit no.****Unit Title**

633	Level 3 Configuring Windows based systems
634	Level 3 Installing and configuring Windows based servers
635	Level 3 Programming in HTML5 with JavaScript and CSS3
636	Level 3 Implementing a Windows based data warehouse
637	Level 3 Managing a Windows based system
642	Level 3 Creating an event driven computer program
644	Level 3 Creating an object-oriented computer program
857	Level 3 Principles of information governance and assurance
858	Level 3 Testing the security of information systems
859	Level 3 C862 Level 3 Carrying out information security incident management activities
863	Level 3 Carrying out information security forensic examinations
865	Level 3 Carrying out information security audits
868	Level 3 User profile administration
871	Level 3 Principles of information security testing
872	Level 3 Principles of secure system development
860	Level 3 Investigating information security incidents





# Level 3 NVQ Diploma in ICT Professional Competence

This qualification is regulated by the Office of Qualifications and Examinations Regulation (Ofqual) at Level 3. The City & Guilds Diploma in Professional Competence for ICT Professionals is a reformed approach to achieving Apprenticeships for IT and Telecoms professionals. It combines competence based National Occupational Standards (NOS) units with the opportunity to complete a broader set of industry recognised certifications, such as Microsoft and Cisco qualifications and systems and principles units from the expert in vocational qualifications, City & Guilds. Units from employers can also be added with the support of the Sector Skills Council.

This handbook contains a list of the units that make up the City & Guilds Level 3 Diploma in ICT Professional Competence. The aims of this qualification are to:

- meet the needs of learners who work or want to work as apprentices in the IT and Telecoms.

sector as Database Administrators, Internet/Web Professionals, IT Product Developers, IT Technical Sales Specialist, IT Trainers, Multimedia Designers, Network Managers, Office Equipment, Service Technicians, Software Developer/Programmers, Systems Analysts and Telecommunications Technicians.

- allow learners to learn, develop and practise the skills required for employment and/or career

progression in the IT and Telecoms sector.

- contribute to achieving the competence required for apprentices following an apprenticeship as either a Telecoms or IT Professional, whilst containing additional skills and knowledge which go beyond the scope of the NOS. See the N/SVQ/Qualifications Relationship mapping for further details.

Rules of combination are used to define the structure of qualifications. The rules of combination specify the credits which must be achieved through a particular combination of units to gain a full qualification. This section provides information about the full qualification which may be awarded to learners successfully completing the required rules of combination as shown below:

To achieve the City & Guilds Level 3 Diploma in ICT Professional Competence learners must achieve:

72 credits from (102-103, 106-111, 113-114, 171-180, 201, 203, 205-206, 208-217, 219, 221, 226-227, 271-280, 301-317, 319, 321, 326-327, 371-380, 405-407, 410-411, 414, 416, 420-421, 426, 501-505, 600-603, 606-642, 644, 857-860, 862-863, 865, 871-872, 877-882, 884, 887-891).

9 credits from the mandatory unit (304) plus a minimum of 3 credits from (102 or 302) a minimum of 36 credits from (301-303, 305-317, 319, 321, 326-327, 371-380, 501-505, 600, 602-603, 608-616, 630-637, 642, 644, 857-860, 862-863, 865, 871-872) a maximum of 1 unit from (201, 203, 301, 303) a maximum of 24 credits from (171-180, 271-280, 371-380)

**\*\*Please note: Only the highest unit value in any subject matter can count towards the award\*\*** The mandatory units must be achieved using workplace evidence. Optional units can be achieved using other assessment methodologies.



**Unit no.****Unit Title**

102	Level 1 Health and safety in ICT
103	Level 1 Interpersonal and written communication
106	Level 1 Remote support for products or services
107	Level 1 Security of ICT system
108	Level 1 Software installation and upgrade
109	Level 1 System operation
110	Level 1 Technical advice and guidance
111	Level 1 Technical fault diagnosis
113	Level 1 Testing ICT systems
114	Level 1 Working with ICT hardware and equipment
171	Level 1 Imaging software
172	Level 1 Database software
173	Level 1 Using email
174	Level 1 Using the internet
175	Level 1 Presentation software
176	Level 1 Spreadsheet software
177	Level 1 Website software
178	Level 1 Word processing software
179	Level 1 Desktop publishing software
180	Level 1 Design software
201	Level 2 Customer care in ICT
203	Level 2 Interpersonal and written communication
205	Level 2 Introduction to IT systems development
206	Level 2 Remote support for products and services
208	Level 2 Software installation and upgrade
209	Level 2 ICT system operation
210	Level 2 Technical advice and guidance
211	Level 2 Technical fault diagnosis
212	Level 2 IT project management
213	Level 2 Testing ICT systems
214	Level 2 Working with ICT hardware and equipment
215	Level 2 Computer games development
216	Level 2 Data modelling
217	Level 2 System management
219	Level 2 User profile administration
221	Level 2 Creating a procedural computer program using COBOL
226	Level 2 Creating an object-oriented computer program
227	Level 2 Creating an event driven computer program
271	Level 2 Imaging software 4 272 Level 2 Database software
273	Level 2 Using email 3 274 Level 2 Using the internet
275	Level 2 Presentation software
276	Level 2 Spreadsheet software
277	Level 2 Website software
278	Level 2 Word processing software
279	Level 2 Desktop publishing software
280	Level 2 Design software
301	Level 3 Customer care in ICT
302	Level 3 Health and safety in ICT



<b>Unit no.</b>	<b>Unit Title</b>
303	Level 3 Interpersonal and written communication
304	Level 3 Develop own effectiveness and professionalism
305	Level 3 Investigating and defining customer requirements for ICT systems
306	Level 3 Remote support for products and services
307	Level 3 Security of ICT systems
308	Level 3 Software installation and upgrade
309	Level 3 System operation
310	Level 3 Technical advice and guidance
311	Level 3 Technical fault diagnosis
312	Level 3 IT project management
313	Level 3 Testing ICT systems
314	Level 3 Working with ICT hardware and equipment
315	Level 3 Computer games development
316	Level 3 Data modelling
317	Level 3 System management
319	Level 3 User profile administration
321	Level 3 Create a procedural computer program using COBAL
326	Level 3 Managing software development
327	Level 3 Quality management of ICT products and services
371	Level 3 Imaging software
372	Level 3 Database software
373	Level 3 Using email
374	Level 3 Using the internet
375	Level 3 Presentation software
376	Level 3 Spreadsheet software
377	Level 3 Website software
378	Level 3 Word processing software
379	Level 3 Desktop publishing software
380	Level 3 Design software
405	Level 4 Investigating and defining requirements
406	Level 4 Remote support for ICT products and services
407	Level 4 Security of ICT systems
410	Level 4 Technical advice and guidance
411	Level 4 Technical fault diagnosis
414	Level 4 Working with ICT hardware and equipment
416	Level 4 Data structures and algorithms
420	Level 4 Design & develop event driven computer programs using C++
421	Level 4 Design & develop procedural computer programs using COBOL
426	Level 4 Designing and developing a website
438	Level 4 Software applications testing
501	Level 3 Customer apparatus and line installation
502	Level 3 Fibre telecommunications techniques
503	Level 3 Copper cable jointing and closure techniques
504	Level 3 Understand planning, supervising & managing work at height
505	Level 3 Top person for high risk confined spaces



**Unit no.****Unit Title**

600	Level 3 Introduction to networks 17601 Level 4 Routing & switching essentials
602	Level 3 Scaling networks
603	Level 3 Connecting networks
606	Level 2 Principles and concepts of Cloud computing
607	Level 2 ICT fundamentals
608	Level 3 Fundamentals of Linux based operating systems
609	Level 3 Implementing & maintaining Cloud technologies & infrastructure
610	Level 3 Configure and manage Linux based operating systems
611	Level 3 Implement and manage a network
612	Level 3 Securing ICT systems and networks
613	Level 2 Principles and concepts of Cloud computing
614	Level 2 Implement & manage a mobile computing environment
615	Level 3 Fundamentals of Linux based operating systems
616	Level 3 Developing security for mobile apps on Android
617	Level 2 Fundamentals of Windows based server administration
618	Level 2 Fundamentals of database administration
619	Level 2 Fundamentals of Windows based operating systems
620	Level 2 Software development fundamentals
621	Level 2 Gaming development fundamentals
622	Level 2 HTML5 application development fundamentals
623	Level 2 Software testing fundamentals
624	Level 2 Networking fundamentals
625	Level 2 IT security fundamentals
626	Level 2 Windows development fundamentals
627	Level 2 Web development fundamentals
628	Level 2.NET fundamentals
629	Level 2 Mobile development fundamentals
630	Level 3 Administering server databases
631	Level 3 Administering a Windows based server
632	Level 3 Configuring advanced Windows server services
635	Level 3 Programming in HTML5 with JavaScript and CSS3
636	Level 3 Implementing a Windows based data warehouse
637	Level 3 Managing a Windows based system
638	Level 4 Designing and implementing a Windows desktop infrastructure
639	Level 4 Implement Windows desktop application environments
640	Level 4 Supporting Microsoft Exchange server solutions
641	Level 4 Designing and implementing a Windows server infrastructure
642	Level 3 Creating an event-driven computer program
644	Level 3 Creating an object-oriented computer program
857	Level 3 Principles of information governance and assurance
858	Level 3 Testing the security of information systems
859	Level 3 Carrying out information security risk assessment
860	Level 3 Investigating information security incidents



Unit no.	Unit Title
862	Level 3 Carry out information security incident management activities
863	Level 3 Carrying out information security forensic examinations
865	Level 3 Carrying out information security audits
871	Level 3 Principles of information security testing
872	Level 3 Principles of secure system development
877	Level 4 Carrying out electronic forensic examinations
878	Level 4 Carrying out information security audits
879	Level 4 Carrying out information security forensic examinations
880	Level 4 Carry out information security incident management activities
881	Level 4 Carrying out information security risk assessment
882	Level 4 Carrying out information security risk management
883	Level 4 Designing and developing event-driven computer programs
884	Level 4 Design & develop object-oriented computer programs
887	Level 4 Investigate & define customer requirements for ICT systems
888	Level 4 Investigating information security incidents
889	Level 4 IT and telecoms system management
890	Level 4 IT and telecoms system operation
891	Level 4 Testing the security of information systems

### Certificates of unit credit

Certificates of unit credit (CUC) will be issued to learners for each successfully completed unit. Learners who do complete the required numbers of credit will also receive a full qualification certificate.

### Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
City & Guilds Level 3 Diploma in ICT Professional Competence	525	720







## Conor Joyce ( Apprentice of the Year 2022)

"I am a Recruitment Co-Ordinator for Balmoral Healthcare. I take shift requests from the NHS and private care homes and try to source cover with nurses, care assistant and paramedics from our agency. I am currently undertaking a Diploma in Professional Competence for IT through Springvale Learning. I would like to help our company grow in order to allow us to advocate for more types of agency staff".

## Employer comments

"We would eventually like to supply doctors, domestic staff and catering staff for care homes and hospitals. Springvale has allowed us to advance our IT knowledge, allowing us the freedom to grow our business in new and exciting ways. We are so proud of Conor on winning Apprentice of the Year at Springvale, this was so well deserved as Conor continuously completes his work to a very high standard and shows dedication to the course" .

## App's Manager Springvale Learning

"We work with the Employer to build a bespoke training package which is specifically tailored to the needs of their organisation and the student. It has been a great working relationship with Balmoral Healthcare and Conor has developed skills and capabilities which will assist him moving to the next level within his employment".





Daniella was runner up in the Higher Level Apprentice Award at the NI Apprenticeships Awards 2022

Daniella came to Belfast from Romania in 2015 to live and work with no knowledge of the English language. She began her career in hospitality and transferred into employment with First Source. She has successfully completed Level 1 Communication whilst participating in the IT Professional Competence apprenticeship. She has had to overcome many barriers; one of the main being language. She has demonstrated a passion for learning and self development. Her love of learning has enabled Daniela to learn a completely new language as well as developing her self confidence and enhancing her employability prospects. Daniella remains focused on her learning, even after long shift work. Her infectious personality shines through. She participates actively in all sessions demonstrating her dedication to excel and to enhance her educational attainment. She 'goes the extra mile' in relation to her personal and professional growth.

### What benefits are there to the company?

Her management team have reported increased levels of both personal and team performance since joining the apprenticeship and gaining promotion. She has transferred her newly found skills to create help sheets and training material. The team have been enriched through her support and guidance. "

I feel the course has supported Daniela in her personal development within First Source, which in turn has had a huge impact on our business. Daniela has been able to support her team as a great leader and has been instrumental in building and developing the team. She has learned how to communicate in different ways, using Microsoft Office to help land the message she wants to get across. Daniela utilises her new skills in her job role and has gone from strength to strength. Most recently Daniela has been successful in a seconded role working side by side with our client Now, to help better the customer journey. To date she has been successful, in gathering data, analysing the data and giving solutions from the data. I have noticed that her confidence is growing the more exposure she gets to new situations. It's a joy to work with Daniela, she is a real asset to our company and team".

She gives a 'grow and a glow' to staff daily with the support she provides them to develop themselves. Her passion for learning is evident in her commitment to the IT course and improving her English. She is an example to other team members that overcoming barriers through continuous learning will provide many opportunities in life.

Watch the Apprenticeships Awards 2022

<https://www.youtube.com/watch?t=3684&v=3vGxvfxvYiQ&feature=youtu.be>



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## Course Enquiries:



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