

# Level 2 Diploma for IT Users

City &   
Guilds



# IT Users

## APPRENTICESHIPS NI

### Level 2 Diploma for IT Users

This qualification is designed for those with little or no experience in computing for the underpinning knowledge that could aid progress to further education or employment.

#### What does the qualification cover?

The qualification provides basic level skills and knowledge that could lead to further education in IT or related areas, as well as underpinning other educational sectors. It can offer those moving into their first job roles the confidence to work effectively with ICT and deal with tasks that are straightforward or routine.

#### What will learners be able to do?

With guidance a learner will be able to operate information and communication software or hardware with knowledge and understanding of the topics they undertake. Outcomes and Assessment Criteria aligned to the National Occupational Standards (NOS) for IT Users 2009 developed by e-skills UK (Sector Skills Council for ICT) can be found in UN-7574-00 Outcome and Assessment Criteria on the City & Guilds website at [www.cityandguilds.com/itq](http://www.cityandguilds.com/itq).

#### Is the qualification part of a framework or initiative?

This qualification has been designed for training providers, colleges and that require a graded qualification with Department of Education.

#### Qualification structure

To achieve the Level 2 Certificate for IT Users, learners must gain 16 credits of which 4 credits must come from the mandatory unit and a minimum of 6 credits from the optional units at Level 2 or above plus 6 credits from any optional units available.

Unit no.	Unit title		Credit value
201	Improving productivity using IT	Mandatory	4
202	IT User Fundamentals	Optional	3
203	Set up an IT System	Optional	4
204	Optimise IT System Performance	Optional	4
205	IT Security for Users	Optional	2
206	IT Communication Fundamentals	Optional	2
207	Using the Internet	Optional	4
208	Using Email	Optional	3
209	Using Collaborative Technologies	Optional	4
210	Using Mobile IT Devices	Optional	2
211	Personal Information ++Management Software	Optional	2
212	IT Software Fundamentals	Optional	3
213	Audio Software	Optional	3
214	Video Software	Optional	3
215	Bespoke Software	Optional	3
216	Specialist Software	Optional	3
217	Computerised Accounting Software	Optional	3
218	Data Management Software	Optional	3
219	Database Software	Optional	4
220	Design Software	Optional	4
221	Imaging Software	Optional	4
222	Desktop Publishing Software	Optional	4
223	Drawing and Planning Software	Optional	3
224	Multimedia Software	Optional	4
225	Presentation Software	Optional	4
226	Project Management Software	Optional	4
227	Spreadsheet Software	Optional	4
228	Website Software	Optional	4
229	Word Processing Software	Optional	4
237	3D Drawing and planning software	Optional	4
238	3D Design software	Optional	4
239	3D Animation software	Optional	4
234	Understanding the Potential of IT	Optional	8
235	Developing personal and team effectiveness using IT	Optional	4
801 SSU:	Sector Specific Unit	Optional	1
802 SSU:	Sector Specific Unit	Optional	2
803 SSU:	Sector Specific Unit	Optional	3
804 SSU:	Sector Specific Unit	Optional	4
855 KS:	ICT Key Skills/ICT Essential Skills	Optional	5

# IT User

## APPRENTICESHIPSNI

### Level 3 Diploma for IT Users

A Level 3 user can make use of predefined or commonly used IT tools for activities most of which are complex and non-routine, they will be able to devise solutions in the use of IT tools in order to improve productivity. They will take considerable responsibility and autonomy, and be prepared to offer support and advice to others.

An activity will typically be 'complex and non-routine' because:

- The task or context is likely to require research, analysis and interpretation;
- The work may be undertaken by others; and the techniques required will be complex,
- The selection process may involve analysis, research, identification and application.

### Qualification structure

To achieve the Level 3 Diploma for IT Users, learners must gain 39 credits of which 5 credits must come from the mandatory unit and a minimum of 17 credits from the optional units at Level 3 plus 17 credits from any optional units available.

Unit no.	Unit title		Credit value
301	Improving Productivity Using IT	Mandatory	5
334	Understanding the Potential of IT	Mandatory	8
335	Developing Personal and Team Effectiveness Using IT	Mandatory	4
303	Set Up an IT System	Optional	5
304	Optimise IT System Performance	Optional	5
305	IT Security for Users	Optional	3
307	Using the Internet	Optional	5
308	Using Email	Optional	3
309	Using Collaborative Technologies	Optional	6
313	Audio Software	Optional	4

315	Bespoke Software	Optional	4
316	Specialist Software	Optional	4
317	Computerised Accounting Software	Optional	5
318	Data Management Software	Optional	4
319	Database Software	Optional	6
320	Design Software	Optional	5
321	Imaging Software	Optional	5
322	Desktop Publishing Software	Optional	5
323	Drawing and Planning Software	Optional	4
324	Multimedia Software	Optional	6
325	Presentation Software	Optional	6
326	Project Management Software	Optional	5
327	Spreadsheet Software	Optional	6
328	Website Software	Optional	5
329	Word Processing Software	Optional	6
337	3D Drawing and planning software	Optional	5
338	3D Design software	Optional	5
339	3D Animation software	Optional	5
340	Maintain effective comms and information transfer in an aviation environment	Optional	5

**LUCAS LOVE**  
Healthcare



"We came into contact with David from Springvale Learning just after the office had gone through a restructure and everyone was adapting to new roles and responsibilities. The content of the IT course was applicable to everyone and when we found out that most of us could do the course at no cost to the Company and that the Company not only benefited from a staff team with more skills, we also received payments at different stages throughout the training, it was an easy decision to make. Our course tutor, David has supported each individual staff member along the way, being there for advice and support whenever its needed and constantly going the extra mile for his pupils".

**Wendy Chambers,**  
**CEO Lucas Love Healthcare**



### Daniela 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.

### 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".



Course Enquiries: Erik Ellison

E: [erik.ellison@springvalelearning.com](mailto:erik.ellison@springvalelearning.com)

M: 07485359882

[springvalelearning.com](http://springvalelearning.com)

