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Llywodraeth Cymru
Welsh Government

Welsh Apprenticeship Pathway

Telecoms Professional

The content of this Pathway has been agreed by ODAG Consultants Ltd. This is the only Apprenticeship Pathway for Telecoms Professional approved for use in Wales that is eligible for Welsh Government funding.

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LEARNING PROGRAMME CONTENT

The Learning Programme provision shall comprise of three mandatory elements:

- Qualifications,
- Essential Skills
- On/off the job training

The total minimum credit value required for the Level 2 Telecoms Professional is 61 credits.

The total minimum credit value required for the Level 3 Telecoms is 96 credits.

The total minimum credit value required for the Level 4 Telecoms is 200 credits.

ENTRY REQUIREMENTS

There are no specific entry requirements for this framework.

It is, however, recommended that to enter onto the Level 2 Apprenticeship the candidate has English and Maths GCSE's grade G or above (or equivalent qualifications).

For the Level 3 Apprenticeship it is recommended that the candidate has English and Maths GCSE's grade C or above (or equivalent qualifications).

For the Level 4 Apprenticeship it is recommended that the candidate has English and Maths at minimum GCSE's grade C or above (or equivalent qualifications) together with relevant Level 3 qualifications. These would typically include two or more A levels, related diplomas (or NVQs) or an equivalent qualification.

However, these recommendations are not essential.

Applicants may have prior experience or qualifications in digital technologies but this is not mandatory as training providers and employers will deliver programmes of training based on approved up to date qualifications tailored to meet individual needs, recognising prior qualifications and experience.

APPRENTICESHIP PATHWAY LEARNING PROGRAMME(S)

Level 2: Telecoms Professional

Qualifications

Participants must achieve the following competence and knowledge qualifications.

Competence

Pearson BTEC Level 2 Diploma in Professional Competence for IT and Telecoms Professionals (Wales)					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	C00/4762/0	48	478 hours	Competence	English-Welsh

Knowledge

Pearson BTEC Level 2 Certificate in ICT Systems and Principles

Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	501/1381/1	13	120 hours	Knowledge	English

Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 2: Digital User	Level	Minimum Credit Value
Communication	1	6
Application of Number	1	6

On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Telecoms Professional	320	278

On/Off the Job Qualification details (Minimum Credit & Hours)

Competence qualification - 48 credits, knowledge qualification 13 credits total minimum 640 training hours

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 1 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 1 Essential Skills Wales Application of Number

Level 3: Telecoms Professional

Qualifications

Participants must achieve the following competence qualification and one of the knowledge qualifications listed below.

Competence

Pearson BTEC Level 3 Diploma in Professional Competence for IT and Telecoms Professionals (Wales)					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	C00/4762/1	72	706 hours	Competence	English-Welsh

Knowledge

Pearson BTEC Level 3 Certificate in ICT Systems and Principles					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	50/1436/0	24	240 hours	Knowledge	English

Pearson Level 3 BTEC Diploma in ICT Systems and Principles					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	501/1435/9	37	370 hours	Knowledge	English

Pearson Level 3 BTEC Certificate in IT					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	500/9148/7	30	300 hours	Knowledge	English

Pearson Level 3 BTEC Diploma in IT					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	500/9150/5	120	1200 hours	Knowledge	English

Pearson Level 3 BTEC Extended Diploma in IT					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	00/9149/9	180	1800 hours	Knowledge	English

Pearson Level 3 Subsidiary Diploma in IT					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	500/9147/5	60	600 hours	Knowledge	English

Pearson Level 3 BTEC National Certificate in Information Technology					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	601/7574/6	24	235 hours	Knowledge	English

Pearson Level 3 BTEC National Extended Certificate in Information Technology					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	601/7575/8	48	475 hours	Knowledge	English

Pearson Level 3 BTEC National Diploma in Information Technology					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	603/0455/8	94	935 hours	Knowledge	English

Pearson Level 3 BTEC National Extended Diploma in Information Technology					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	603/0454/6	146	1455 hours	Knowledge	English

Pearson Level 3 BTEC National Certificate in Computing					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	603/0446/7	24	235 hours	Knowledge	English

Pearson Level 3 BTEC National Extended Certificate in Computing					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	601/7341/5	47	465 hours	Knowledge	English

Pearson Level 3 BTEC National Diploma in Computing					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	603/0455/5	96	960 hours	Knowledge	English

Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 3: Telecoms Professional	Level	Minimum Credit Value
Communication	2	6
Application of Number	2	6

On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Digital User	649	417

On/Off the Job Qualification details (Minimum Credit & Hours)

Competence qualification - 72 credits, knowledge qualification 24 credits total minimum 941 training hours

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 2 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 2 Essential Skills Wales Application of Number

Level 4: Telecoms Professional

Qualifications

Participants must achieve the following competence and knowledge qualifications.

Competence

Pearson BTEC Level 4 Diploma in Professional Competence for IT and Telecoms Professionals (Wales)					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	C00/4762/2	80	790 hours	Competence	English-Welsh

Knowledge

Pearson Level 4 Higher National Certificate in Computing					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
Pearson	603/7594/4	120	1200 hours	Knowledge	English

Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level : 4 Telecoms Professional	Level	Minimum Credit Value
Communication	3	6
Application of Number	3	6

On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Digital User	1554	556

On/Off the Job Qualification details (Minimum Credit & Hours)

Competence qualification - 80 credits, knowledge qualification 120 credits total minimum 1990 training hours

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 3 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 3 Essential Skills Wales Application of Number

OTHER ADDITIONAL REQUIREMENTS

N/A

JOB ROLES

As organisations in Wales undertake digital transformation, they have an increased dependence on reliable high-speed broadband and networks. There is an increasing need to implement and maintain high-speed telecoms networks to support many sectors across Wales. These telecoms professional apprenticeship programmes provide a route to develop and embed telecoms skills through on-the-job vocational learning.

Level 2: Telecoms Professional

The Level 2 Telecoms Professional Apprenticeship has been designed with employers in Wales to equip employees with the primary telecoms skills that they need to be able to perform their role. This Apprenticeship programme is designed to provide a robust vocational route to fulfilling telecoms skills needs in the workplace, including the safe installation, commissioning and maintenance of the telecom access network comprising optical fibre transmission cables; telecom system equipment and wiring and communication equipment.

Job title(s)	Job role(s)
Telecoms Field Technician	Install, join and test underground and overhead outdoor optical fibre cabling runs in line with routing plans.
Telecom Network Equipment Installer	Installation of telecommunication cable termination and equipment at customer locations.

Level 3: Telecoms Professional

The Level 3 Telecoms Professional Apprenticeship has been designed with employers in Wales to equip employees with the primary telecoms skills that they need to be able to perform their role. This Apprenticeship programme is designed to provide a robust vocational route to fulfilling telecoms skills needs in the workplace, including the safe Installation, commissioning testing and fault finding for telecoms installations.

Job title(s)	Job role(s)
Telecoms Engineer	Participating in the installation, commissioning and testing of Telecoms systems and equipment.
Telecoms Maintenance Engineer	Providing monitoring and fault finding for telecoms performance issues to support telecoms delivery

Level 4: Telecoms Professional

The Level 4 Telecoms Professional Apprenticeship has been designed with employers in Wales to equip employees with the primary telecoms skills that they need to be able to perform their role. This Apprenticeship programme is designed to provide a robust vocational route to fulfilling telecoms skills needs in the workplace, including planning telecoms installation, and performing telecoms upgrades for telecoms installations.

Job title(s)	Job role(s)
Telecoms Surveyor / Planner	Providing surveying and route planning for cabling installations and supporting the preparation of detailed planning packs.
Telecoms Work Scheduler	Scheduling allocation & planning of works, for teams completing fibre installations, maintenance, repairs and telecoms upgrade projects
Telecoms Operations Engineer	Monitoring system operation parameters to Support the operation and maintenance of telecoms systems.

PROGRESSION

Progression routes into the Level 2 Apprenticeship:

Progression into the Level 2 Telecoms Professional Apprenticeship will typically be from achieving GCSEs, or Welsh Baccalaureate Intermediate Qualifications directly from school or vocational qualifications related to the digital or telecoms industries, or with relevant industrial experience.

Progression from the Level 2 Apprenticeship:

On completion of the Level 2 Telecoms Professional Apprenticeship, successful apprentices may progress on to the Level 3 Telecoms Professional Apprenticeship – or continue to work and undertake a range of professional job-specific qualifications and training.

Some apprentices may elect to continue their technical studies and embark upon job-specific professional/vendor qualifications.

Progression routes into the Level 3 Apprenticeship:

Progression into the Level 3 Telecoms Professional Apprenticeship could be directly from the Level 2 Telecoms Professional Apprenticeship or other related vocational qualifications or apprenticeships Alternatively direct entry from school could be from achieving GCSEs / AS levels (equivalent), or Welsh Baccalaureate Qualifications.

Other entrants may have relevant experience and are seeking to become qualified by undertaking an apprenticeship programme.

Progression from the Level 3 Apprenticeship:

On completion of the Level 3 Telecoms Professional Apprenticeship, successful apprentices may progress on to the Level 4 Telecoms Professional Apprenticeship – or continue to work and undertake a range of professional job-specific qualifications and training.

Some apprentices may elect to continue their technical studies and embark upon job-specific professional/vendor qualifications.

Progression routes into the Level 4 Apprenticeship:

Progression into the Level 4 Telecoms Professional Apprenticeship could be directly from the Level 3 Telecoms Professional Apprenticeship or other related vocational qualifications or apprenticeships Alternatively direct entry from school could be from achieving GCSE A levels (equivalent), or Welsh Baccalaureate Qualifications.

Other entrants may have relevant experience and are seeking to become qualified by undertaking an apprenticeship programme.

Progression from the Level 4 Apprenticeship:

On completion of the Level 4 Telecoms Professional Apprenticeship, successful apprentices may progress onto relevant digital technology degree apprenticeships – or continue to work and undertake a range of professional job-specific qualifications and training.

Some apprentices may elect to continue their technical studies and embark upon job-specific professional/vendor qualifications.

EQUALITY & DIVERSITY

It is important that apprenticeship Pathways are inclusive and can demonstrate an active approach to identifying and removing barriers to entry and progression. Pathways should advance equality of opportunity between persons who share protected characteristics and those persons who do not as identified in the Equality Act 2010.

The protected characteristics identified in the Equality Act are age, disability, gender re-assignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity. Marriage and civil partnership is also included although only in respect of the requirement to eliminate discrimination in employment.

Training providers and employers MUST also comply with the other duty under the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the industry based upon those nine protected characteristics.

EMPLOYMENT RESPONSIBILITIES AND RIGHTS (ERR)

Employment Responsibilities and Rights (ERR) is no longer compulsory. But it is recommended that all apprentices (especially the 16 years -18-year group) receive a company induction programme.

RESPONSIBILITIES

It is the responsibility of the Training Provider and Employer to ensure that the requirements of this pathway are delivered in accordance with the Welsh Government Apprenticeships Guidance.

Further information may be obtained from:

Welsh Government

DfES-ApprenticeshipUnit@gov.wales

Annex 1 - Level 2: Telecom Professional Qualification Units

This apprenticeship requires the following competence and knowledge qualifications below.

Competence qualification

[Pearson BTEC Level 2 Diploma in Professional Competence for IT and Telecoms Professionals \(Wales\)](#)

Knowledge qualification

[Pearson BTEC Level 2 Certificate in ICT Systems and Principles](#)

Competency Qualification

The Pearson BTEC Level 2 Diploma in Professional Competence for IT and Telecoms Professionals (Wales) requires a minimum total of 48 credits. There are 11 credits from mandatory units together with a minimum of 37 credits from optional units.

Mandatory and optional units

Unit Title	Level	Credits
Mandatory units: Minimum credits required: 11		
Health and Safety in ICT	1	3
Develop Own Effectiveness and Professionalism	2	6
Introduction to Fibre Telecommunications	2	2

Optional units: Minimum credits required: 37		
No more than one unit to be completed from each section.		
CC - Customer Care		
Customer Care in ICT	1	6
Customer Care in ICT	2	9
Customer Care in ICT	3	12
IW - Interpersonal and Written Communication Skills		
Interpersonal and Written Communication	1	3
Interpersonal and Written Communication	2	9
Interpersonal and Written Communication	3	12
FD - Technical Fault Diagnosis		
Technical Fault Diagnosis	2	9
Technical Fault Diagnosis	3	12

Technical Fault Diagnosis	4	15
HW - Working with ICT Hardware and Equipment		
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
CA - Customer Apparatus and Line Installation		
Customer Apparatus and Line Installation	3	22
RS - Remote Support for Products and Services		
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
SC - Security of ICT System		
Security of ICT Systems	3	12
Security of ICT Systems	4	15
SI - Software Installation and Upgrade		
Software Installation and Upgrade	1	6
Software Installation and Upgrade	2	9
Software Installation and Upgrade	3	12
SM - System Management		
System Management	2	6
System Management	3	12
SO - System Operation		
System Operation	1	6
ICT System Operation	2	9
System Operation	3	12
TA - Technical Advice and Guidance		
Technical Advice and Guidance	2	9
Technical Advice and Guidance	3	12
Technical Advice and Guidance	4	15
TE - Testing ICT System		

Testing ICT Systems	1	6
Testing ICT Systems	2	9
Testing ICT Systems	3	12
UP - User Profile Administration		
User Profile Administration	2	6
User Profile Administration	3	9
CF – Copper and Fibre		
Copper Cable Jointing and Closure Techniques	3	23
Fibre Telecommunications Techniques	3	15
CI - Communicating in the IT industry		
Communicating in the IT Industry	2	5
PI - Presenting Information Using ICT		
Presenting Information Using ICT	2	10
Restricted Optional units - Learners may complete a maximum of 12 credits		
EM - Using Email		
Using Email	1	2
Using Email	2	3
Using Email	3	3
NT - Using the Internet		
Using the Internet	1	3
Using the Internet	2	4
Using the Internet	3	5
PS - Presentation Software		
Presentation Software	1	3
Presentation Software	2	4
Presentation Software	3	6
WP - Word Processing Software		
Word Processing Software	1	3
Word Processing Software	2	4
Word Processing Software	3	6

Annex 2 - Level 3: Telecom Professional Qualification Units

This apprenticeship requires the following competence and knowledge qualifications below.

Competence qualification

[Pearson BTEC Level 3 Diploma in Professional Competence for IT and Telecoms Professionals \(Wales\)](#)

Knowledge qualification

[Pearson BTEC Level 2 Certificate in ICT Systems and Principles](#)

Knowledge qualification options

[Pearson BTEC Level 3 Certificate in ICT Systems and Principles](#)

[Pearson Level 3 BTEC Diploma in ICT Systems and Principles](#)

[Pearson Level 3 BTEC Certificate in IT](#)

[Pearson Level 3 BTEC Diploma in IT](#)

[Pearson Level 3 BTEC Extended Diploma in IT](#)

[Pearson Level 3 Subsidiary Diploma in IT](#)

[Pearson Level 3 BTEC National Certificate in Information Technology](#)

[Pearson Level 3 BTEC National Extended Certificate in Information Technology](#)

[Pearson Level 3 BTEC National Diploma in Information Technology](#)

[Pearson Level 3 BTEC National Extended Diploma in Information Technology](#)

[Pearson Level 3 BTEC National Certificate in Computing](#)

[Pearson Level 3 BTEC National Extended Certificate in Computing](#)

[Pearson Level 3 BTEC National Diploma in Computing](#)

Competency Qualification

The Pearson BTEC Level 3 Diploma in Professional Competence for IT and Telecoms Professionals (Wales) requires a minimum total of 72 credits. There are 27 credits from mandatory units together with a minimum of 45 credits from optional units.

Mandatory and optional units

Unit Title	Level	Credits
Mandatory units: Minimum credits required: 27		
Health and Safety in ICT	1	3
Develop Own Effectiveness and Professionalism	3	9
Fibre Telecommunications Techniques	3	15

Optional units: Minimum credits required: 45		
No more than one unit to be completed from each section.		
CC - Customer Care		
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
IW - Interpersonal and Written Communication Skills		
Interpersonal and Written Communication	1	3
Interpersonal and Written Communication	2	9
Interpersonal and Written Communication	3	12
FD - Technical Fault Diagnosis		
Technical Fault Diagnosis	2	9
Technical Fault Diagnosis	3	12
Technical Fault Diagnosis	4	15
HW - Working with ICT Hardware and Equipment		
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
CA - Customer Apparatus and Line Installation		
Customer Apparatus and Line Installation	3	22
RS - Remote Support for Products and Services		
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
SC - Security of ICT System		
Security of ICT Systems	1	3
Security of ICT Systems	4	15
SI - Software Installation and Upgrade		
Software Installation and Upgrade	1	6
Software Installation and Upgrade	2	9
Software Installation and Upgrade	3	12
SM - System Management		
System Management	2	6
System Management	3	12
IT and Telecoms System Management	4	15
SO - System Operation		
System Operation	1	6
ICT System Operation	2	9
System Operation	3	12
IT and Telecoms System Operation	4	15
TA - Technical Advice and Guidance		
Technical Advice and Guidance	2	9
Technical Advice and Guidance	3	12
Technical Advice and Guidance	4	15
TE - Testing ICT System		
Testing ICT Systems	1	6
Testing ICT Systems	2	9
Testing ICT Systems	3	12
Testing IT and Telecoms Systems	4	15
UP - User Profile Administration		
User Profile Administration	2	6
User Profile Administration	3	9
CF – Copper and Fibre		

Copper Cable Jointing and Closure Techniques	3	23
Introduction to Fibre Telecommunications	2	2
CI - Communicating in the IT industry		
Communicating in the IT Industry	2	5
PI - Presenting Information Using ICT		
Presenting Information Using ICT	2	10
Restricted Optional units - Learners may complete a maximum of 12 credits.		
EM - Using Email		
Using Email	1	2
Using Email	2	3
Using Email	3	3
NT - Using the Internet		
Using the Internet	1	3
Using the Internet	2	4
Using the Internet	3	5
PS - Presentation Software		
Presentation Software	1	3
Presentation Software	2	4
Presentation Software	3	6
WP - Word Processing Software		
Word Processing Software	1	3
Word Processing Software	2	4
Word Processing Software	3	6

Annex 3 - Level 4: Telecom Professional Qualification Units

This apprenticeship requires the following competence and knowledge qualifications below.

Competence qualification

[Pearson BTEC Level 4 Diploma in Professional Competence for IT and Telecoms Professionals \(Wales\)](#)

Knowledge qualification

[Pearson Level 4 Higher National Certificate in Computing](#)

Competency Qualification

The Pearson BTEC Level 4 Diploma in Professional Competence for IT and Telecoms Professionals (Wales) requires a minimum total of 80 credits. There are 30 credits from mandatory units together with a minimum of 50 credits from optional units.

Unit Title	Level	Credits
Mandatory units: Minimum credits required: 30		
Health and Safety in ICT	1	3
Develop Own Effectiveness and Professionalism	4	12
Fibre Telecommunications Techniques	3	15

Optional units: Minimum credits required: 50		
No more than one unit to be completed from each section.		
CC - Customer Care		
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
IW - Interpersonal and Written Communication Skills		
Interpersonal and Written Communication	1	3
Interpersonal and Written Communication	2	9
Interpersonal and Written Communication	3	12
FD - Technical Fault Diagnosis		
Technical Fault Diagnosis	2	9

Technical Fault Diagnosis	3	12
Technical Fault Diagnosis	4	15
HW - Working with ICT Hardware and Equipment		
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
CA - Customer Apparatus and Line Installation		
Customer Apparatus and Line Installation	3	22
RS - Remote Support for Products or Services		
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
SC - Security of ICT System		
Security of ICT Systems	1	3
Security of ICT Systems	3	12
SI - Software Installation and Upgrade		
Software Installation and Upgrade	1	6
Software Installation and Upgrade	2	9
Software Installation and Upgrade	3	12
SM - System Management		
System Management	2	6
System Management	3	12
IT and Telecoms System Management	4	15
SO - System Operation		
System Operation	1	6
ICT System Operation	2	9
System Operation	3	12
IT and Telecoms System Operation	4	15
TA - Technical Advice and Guidance		
Technical Advice and Guidance	2	9

Technical Advice and Guidance	3	12
Technical Advice and Guidance	4	15
TE - Testing ICT System		
Testing ICT Systems	1	6
Testing ICT Systems	2	9
Testing ICT Systems	3	12
Testing IT and Telecoms Systems	4	15
UP - User Profile Administration		
User Profile Administration	2	6
User Profile Administration	3	9
CF – Copper and Fibre		
Copper Cable Jointing and Closure Techniques	3	23
Introduction to Fibre Telecommunications	2	2
CI - Communicating in the IT industry		
Communicating in the IT Industry	2	5
PI - Presenting Information Using ICT		
Presenting Information Using ICT	2	10
Restricted Optional units - Learners may complete a maximum of 12 credits.		
EM - Using Email		
Using Email	1	2
Using Email	2	3
Using Email	3	3
NT - Using the Internet		
Using the Internet	1	3
Using the Internet	2	4
Using the Internet	3	5
PS - Presentation Software		
Presentation Software	1	3
Presentation Software	2	4
Presentation Software	3	6
WP - Word Processing Software		

Word Processing Software	1	3
Word Processing Software	2	4
Word Processing Software	3	6