

Technical Certificate in IT Support

What will I learn?

This qualification is for learners who want to start a career in IT support. It is designed for post-16 learners and can be taken as part of a wider study programme. It is an ideal qualification if learners are intending to progress directly to employment in IT, or to an IT apprenticeship.

This qualification has been developed in consultation with employers in the IT sector to ensure learners develop the skills and behaviours that will give them the best opportunity to be successful when applying for work. Key skills and knowledge in this occupational area involve understanding how information systems are used and applying technical knowledge related to computer hardware or software, so the areas you cover include:

- Understanding IT network features and functions, common practices in network security, and the function and features of the main network appliances
- Using a range of operating system (OS) security functions and associated features
- Talking to clients to get details of faults
- Deducing reasons for faults and explaining them to the client
- Logging client calls, recording problems and solutions
- Restoring processes in computers and peripherals
- Setting up new equipment and upgrading existing systems
- Testing and servicing equipment recording problems
- Working as part of a team to support business IT networked and online features and functions
- Understanding the main laws and regulations and ethical responsibilities regarding data protection, and the Computer Misuse Act 1990.

Learners will also enhance their broader skills in literacy and numeracy, which will be invaluable in supporting progression in other areas. In addition, they will develop transferable technical and practical skills in communication (working with colleagues, customers and clients), and research and project work providing them with an opportunity to demonstrate their reflective practice by suggesting alternative approaches to a problem.

What can I do next?

Achieving this qualification will give learners an advantage when applying for a job in IT.

The types of role they will be ready for are:

- IT security support technician
- Helpdesk administrator
- IT service desk support
- Customer support technician.

This qualification also gives learners a sound basis to progress further in the IT sector or to a Level 3 qualification in IT, computing or engineering, or a Level 3 digital apprenticeship.

Summary

Level: BTEC Level 2

Duration: 1 year

Qualification:
Level 2 Technical
Certificate

Entry Requirements:
In order to study a programme of Level 2 courses students need to achieve a minimum of 5 GCSEs at Grades 3 or above. Students with a 3 or below in English and/or Maths must re-sit these. This is a government requirement, not just a school policy.

What skills and knowledge will be covered?

Learners are required to complete and achieve all the units included in this qualification.

- Unit 1 - Set Up and Configure Technology Systems (assessed internally)
- Unit 2 - Exploring Current and Emerging Technologies (assessed internally)
- Unit 3 - Security Protection and Risk Management (assessed internally)
- Unit 4 - Working as an IT Support Technician (internal synoptic assessment)

This qualification has 100% mandatory content and 25% external assessment.

Assessment Criteria

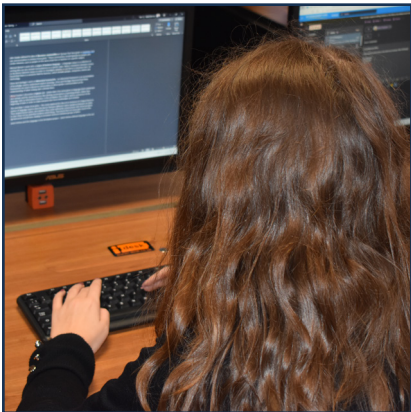
External assessment

In this qualification, there is one external assessment (Unit 3: Security Protection and Risk Management) which takes the form of an onscreen test that includes a variety of onscreen question types and allows learners to apply their knowledge to several work-related contexts. The external assessment is taken under specified conditions, then marked by Pearson and a grade awarded. Learners must achieve the externally-assessed unit at Pass grade or above to achieve the qualification. Learners are permitted to resit the external assessment once during their programme by taking a new assessment.

Internal assessment

Units 1, 2 and 4 are assessed through internal assessment. Internal assessment allows learners to apply technical knowledge and demonstrate mastery of practical and technical skills through realistic tasks and activities. This style of assessment promotes deep learning through ensuring the connection between knowledge and practice.

The synoptic assessment (Unit 4: Working as an IT Support Technician) is designed to take place towards the end of the programme and draws on the learning throughout. The design of this assessment ensures that there is sufficient stretch and challenge, enabling the assessment of sector-related knowledge and technical and practical skills at the end of the course. Learners will draw on the knowledge and skills they have developed across the units to carry out IT support tasks related to the role of an IT support technician.



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