

# I.T. User

## What is an Apprenticeship?

An Apprenticeship is a mix of real work and learning. Apprentices earn a wage and gain experience whilst working towards a number of qualifications. An Apprenticeship follows a Level 2 programme and can lead onto an Advanced Apprenticeship which is a Level 3 programme.

### Overview

IT user skills are fundamental skills for those in employment in all sectors, with around 77% of the UK's 27 millions strong workforce using IT as part of their day-to-day work.

Employers report that almost half of the vacancies they advertise specifically require IT user skills, rising to almost three quarters in London and those who report gaps in IT user skills say that this affects 37% of their workforce.

Apprentices and advanced apprentices are employed in a wide variety of businesses and organisations and job roles could include,

- IT User Support
- IT Helpdesk

Starting salary (once qualified) range from £12,000 - £14,000 (Level 2) £15,000 - £18,000 (Level 3).

### Apprenticeship Framework

There are a number of elements to each Apprenticeship and this is called the framework. Each Apprenticeship framework has three main strands:

- Competence based element
- Technical element
- Skills element

The three strands are sometimes accompanied by additional qualifications to give the most relevant skills and knowledge required for the job, these are broken down as follows:

#### Competence Element

Apprenticeship - Level 2 Diploma for IT Users

Advanced - Level 3 Diploma for IT Users

## Technical Element

None required for completion of the framework

## Skills Element

**Apprenticeship** - Key or Functional Skills in Application of Number Level 1 + Communication Level 1

**Advanced** - Key or Functional Skills in Application of Number Level 2 + Communication Level 2

## Other Additional Study

Employment Rights and Responsibilities

## **Apprenticeships Available**

- Apprenticeship Level 2 - on completion this is equivalent to 5 A\* - C grade GCSE's
- Advanced Apprenticeship Level 3 - on completion this is equivalent to 2 A-levels

## **Progression Routes**

- Advanced Apprenticeship

## **Already Employed?**

Are you currently employed but not working towards qualifications? Speak to your employer about converting to an Apprenticeship and ask them to contact us on:

Email: [apprenticeships@newcollege.ac.uk](mailto:apprenticeships@newcollege.ac.uk)

Website: [www.newcollege.ac.uk](http://www.newcollege.ac.uk) and [www.fastforwardonline.net](http://www.fastforwardonline.net)

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