

Increase your confidence in using IT and gain a valuable qualification

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Aimed at developing IT and general business skills for anyone using information technology in their work, the Level 2 IT User Apprenticeship from Skills Team offers you the chance to gain nationally recognised qualifications whilst developing your overall competence and confidence.

This apprenticeship package is a valuable combination of training, skills development and applied workplace learning leading to a Level 2 ITQ Diploma and Key Skills in Maths and English at the appropriate level.



Meeting the new standard

The ITQ Diploma is truly work-oriented – testing not only knowledge and understanding of IT applications, but also assessing how this new knowledge translates into real work outputs. The qualifications are based on new national occupational standards developed by the Government approved by e-Skills and externally verified by OCR. Candidates will be measured against these standards and the programme will provide all the necessary learning and support for success.

Skills Team's IT User Apprenticeship programme is flexible, designed to meet individual and employer needs and is fully supported throughout. An Apprentice can be trained to suit the requirements of the business, address skills gaps and have a positive impact on the business by raising standards and performance throughout the department. One to one support, tuition and advice is available from our team of experienced and qualified Trainers and Assessors ensuring that the needs of employers and employees are fully met.

The programme

The programme runs for 6 to 9 months and is delivered through a series of 6 focused classroom sessions, backed up by tutor support and any necessary revision sessions to ensure candidates achieve their Apprenticeship. An example programme could be:

Day 1

Microsoft Windows and Word processing

Day 2

Word processing 2 and Key Skills in Communication

Day 3

Microsoft Excel and using numbers

Day 4

Key Skills testing and Excel 2

Day 5

Microsoft PowerPoint and presenting

Day 6

Microsoft Outlook

Assessment tests will be taken in the workshops and are a necessary part of the qualification, so it is important for candidates to attend every session. We can make alternative arrangements if a candidate cannot attend one of the workshops but this should be agreed in advance and is not ideal. Candidates will also be given project work and assignments after each workshop to complete in their own time which forms part of the overall qualification.

Who Should Attend

The programme is designed to further develop and assess current skills and is ideal for people who use IT at work, already have basic or intermediate IT skills and want to further develop these skills.

Further details on next page.

An example training programme could be:

Session 1 – Windows / Word part 1

Introduction to the ITQ programme and the future sessions

Individual skills assessment and training plan

Classroom session covering Windows and Word

Session 2 – Word part 2 / Key Skills in Communication

Review of previous Windows and Word session and evidence gathered

Classroom session covering Word processing

Discussion and agreement of individual evidence that can be presented for Word and email

Key Skills test in Communication

Session 3 – Excel part 1

Review of previous Word and email session and evidence gathered

Classroom session covering basic / intermediate Excel

Discussion and agreement of individual evidence that can be presented for Excel

Session 4 – Excel part 2 / Key Skills in Application of number

Review of previous Excel session and evidence gathered

Classroom session covering advanced functions and features.

Discussion and agreement of individual evidence that can be presented for Excel

Key Skills test in Application of Number

Session 5 – PowerPoint

Review of previous Excel session and evidence gathered

Classroom session covering PowerPoint

Discussion and agreement of individual evidence that can be presented for PowerPoint

Session 6 – Email

Review of previous PowerPoint session and evidence gathered

Classroom session covering email client

Discussion and agreement of individual evidence that can be presented for email

To find out more contact Skills Team on

020 3174 1100

or contact your account manager direct

