

apprenticeship FRAMEWORK

IT Users - non-statutory (Wales)

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Framework information

Information on the Publishing Authority for this framework:

e-Skills UK

The Apprenticeship sector for occupations in business and Information Technology.

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Short description

This apprenticeship programme is designed for new entrants to roles in which they will be working with IT systems and software in a non-technical capacity. The framework offers a wide range of optional units that the Apprentice can study to match their particular organisational and job role requirements.

Available at Levels 2 and 3, the framework is suitable for those in Office Support, Personal Assistant, Accounts Assistant, Website Technician, Teaching Assistant, Sale and Marketing or Helpdesk Support in a wide range of industries.

Contact information

Proposer of this framework

This framework is published by e-skills UK on a non-statutory basis prior to the designation of Issuing Authorities for Wales

Developer of this framework

Name: Jeannette Armstrong
Organisation: e-skills UK
Organisation type: Sector Skills Council
Job title: Qualification Manager
Phone: 020 7963 8920
Email: apprenticeships@e-skills.com
Postal address: 1 Castle Lane
London
SW1E 6DR
Website: www.e-skills.com/apprenticeships

Issuing Authority's contact details

Issued by:
Issuer contact name: N/A
Issuer phone: N/A
Issuer email:

Revising a framework

Contact details

Who is making this revision: Jeannette Armstrong
Your organisation: e-skills UK
Your email address: apprenticeships@e-skills.com

Why this framework is being revised

Addition of qualifications

Summary of changes made to this framework

(no information)

Qualifications removed

(no information)

Qualifications added

Level 2 & 3 Diplomas in IT User Skills from EDI, Edexcel, OCR, NCFE and BCS.

Qualifications that have been extended

(no information)

Purpose of this framework

Summary of the purpose of the framework

This framework provides the apprentice with the competence, skills and knowledge to work effectively and efficiently with IT systems, communications and productivity tools and applications in a range of job roles and industry sectors.

In January 2011, e-skills UK published Technology Insights 2011, which summarised the findings of research to provide an in depth understanding of the existing IT & Telecoms landscape and forecasts of the future based on the best available intelligence, including new input from over 2000 employers. The research highlighted that:

- One in six Welsh employers (16%) stated that there were gaps between the IT user skills held by their staff compared with those required by the company. This compared with only 11% of employers across the UK;
- IT user skills are required for over 72% of job roles;
- Over 90% of new posts specifically require IT user skills;
- Making the most of technology is arguably the single most important step that can be taken to improve productivity across the whole economy, resulting in a potential uplift of £50 billion to GVA over the next 5 years
- One in ten employers consider there are skills gaps in the skills of their IT Users, particularly at level 3
- Over the next 5 years, employers are anticipating increased activity in the usage of mobile computing / applications and virtualisation, new implementation of 'Green IT', and rapid development of new technologies to support business process management.
- The need for increased security and data protection remain one of the key drivers for up-skilling the workforce

The IT User may be working in a wide range of industries, including typical job roles as

- Personal assistant
- Office support
- Application helpdesk support
- Website design or technician
- Publishing or multimedia assistant
- Sales and Marketing executive
- Teaching assistant or school administrator

For many of these jobs, the level of competence is not necessarily either wide nor deep and for these situations a level 2 Apprentice is ideal. The addition of underpinning knowledge, personal learning and thinking skills and functional skills ensures the Apprentice can not only use IT but is also literate, numerate and able to solve problems and work in teams as required.

The level 3 Apprentice will be prepared for job roles requiring in-depth knowledge and competence in the use of particular systems and software, as well as wide-ranging transferable skills and the ability to develop and test solutions to improve workplace productivity through the use of IT.

Aims and objectives of this framework (Wales)

The apprenticeship is made up of qualifications and learning that will provide IT User apprentices with the skills and knowledge required to become competent in their chosen job role.

The framework includes a balance of content in technical, business and interpersonal areas, designed to ensure apprentices have an appropriate set of IT skills to operate in their specific chosen job role.

The technical content includes units for setting up and using IT systems; system and personal security; using internet, email and collaborative software; configuring and using operating systems and mobile devices; using office applications, using multimedia, video, audio and website software and using accounting and project management software. All apprentices build the competences to plan, select and use appropriate IT tools and applications for the task and develop approaches to improve personal effectiveness and business productivity using IT.

Entry conditions for this framework

There are no specific qualifications required for entry on to the apprenticeship framework.

Prospective apprentices who have achieved a GCSE grade A*-C in Maths and English will be exempt from completing the corresponding Functional Skills, if these were gained within 5 years of beginning the Apprenticeship programme.

The majority of IT User apprenticeship roles require:

- Individuals to be proactive, fast learners;
- Individuals who are able to work independently or as part of a team;
- The ability to focus on assisting customers and colleagues find solutions to problems
- Good attention to detail and the ability to deliver what is required, when it is required
- Individuals to be open to change and focus on the requirements of the business at all times

Roles in administration or data management would suit individuals who:

- Are meticulous and methodical, and can work under pressure to set deadlines;
- Are well organised and efficient;
- Have good problem solving ability
- Can manage multiple or complex tasks.

Roles in web publishing or creative industries would suit those who:

- Have an interest in design and creativity with a flair for creating audio, video and other multimedia products;
- Have good communication and team-working skills

There are no barriers to entry into the sector for any group of people.

e-skills UK expects employers and training providers to comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to, and progression within the sector, using the 8 protected characteristics of:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership
5. Pregnancy and maternity
6. Race
7. Religion or belief
8. Sex or sexual orientation

Apprenticeships should ensure that there is equality of opportunity for all and any barriers (real or perceived) are addressed to support anyone seeking to enter employment and undertaking the Apprenticeship.

Level 2

Title for this framework at level 2

Foundation Apprenticeship for IT Users

Pathways for this framework at level 2

Pathway 1: All pathways: IT Users

Level 2, Pathway 1: All pathways: IT Users

Description of this pathway

This pathway covers all job roles for IT users working in any industry sector.

This framework requires a minimum of 53 credits

Entry requirements for this pathway in addition to the framework entry requirements

There are no specific entry requirements associated with this pathway.

Job title(s)	Job role(s)
Office support or administrator	Using office software; data entry and management; internet and email communications
Personal assistant	Using internet and email; researching for and preparing presentations
Website technician or designer	Recording and editing audio and video clips; preparing text and images for publication
Sales and marketing executive	Using Customer Relationship Management software; communications using email and collaborative software
Accounts assistant or wages clerk	Using computer accounting or payroll software, spreadsheets and database
Teaching assistant	Preparing presentations or handouts; keeping records using databases or spreadsheets

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 2 Diploma in IT User Skills (ITQ)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/0993/7	City and Guilds	38	280	N/A
B1b	600/1512/3	EDI	38	290-295	N/A
B1c	600/1633/4	Edexcel	38	280-360	N/A
B1d	600/1955/4	OCR	38	280-300	N/A
B1e	600/2012/X	NCFE	38	280-285	N/A
B1f	600/2681/9	BCS	38	280	N/A

Notes on competence and knowledge qualifications (if any)

B1 draws on the units from the ITQ framework, maintained by e-skills UK. All ITQ Awarding Organisations use the same shared units in their Diplomas.

B1 includes 10 credits from mandatory knowledge units:

- Understanding the potential of IT (8 credits)
- Developing Personal and Team Effectiveness Using IT (2 credits out of 4 are assessed through knowledge test)

The remaining mandatory unit (4 credits) and a wide range of optional units (minimum 22 credits) are competence-based units.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 1	
Application of numbers	Level 1	
IT	Level 2	

Progression routes into and from this pathway

While it is not mandatory for an apprentice to achieve a Level 1 qualification prior to embarking upon a Level 2 programme, it may be beneficial to begin at Level 1 with the IT User fundamental technical skills need to be learned at a basic level before more advanced IT user skills and techniques can be effectively applied in the workplace.

In some instances however, prior qualifications such as Functional Skills ICT at Level 1 or 2, training or experience may have equipped an apprentice for direct entry to Level 2.

Having completed the level 2 Apprenticeship framework, apprentices may then progress onto a Level 3 Advanced Apprenticeship for IT Users, or into another Level 3 framework in the industry sector in which they are based.

Alternatively, apprentices may elect to return to full-time education and to complete A Levels, BTECs , the Welsh Baccaulaureate or an equivalent level 3 qualification such as the Level 3 ITQ Diploma.

Delivery and assessment of employee rights and responsibilities

To achieve the ERR national outcomes the apprentice must demonstrate that he/she:

1. Knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers;
2. Knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. Knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. Understands the role played by their occupation within their organisation and industry;
5. Has an informed view of the types of career pathways that are open to them;
6. Knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. Knows where and how to get information and advice on their industry, occupation, training and career ;
8. Can describe and work within their organisation's principles of conduct and codes of practice;
9. Recognises and can form a view on issues of public concern that affect their organisation and industry.

The Employee Rights & Responsibilities must be formally assessed and verified through:

Completing and assessing the Employment Rights and Responsibilities Portfolio, available at www.e-skills.com/apprenticeships. The portfolio must then be signed and submitting to e-skills UK for approval.

Level 3

Title for this framework at level 3

Apprenticeship for IT Users

Pathways for this framework at level 3

Pathway 1: All pathways: IT Users

Level 3, Pathway 1: All pathways: IT Users

Description of this pathway

This pathway covers all job roles for advanced IT users working in any industry sector.

This framework requires a minimum of 54 credits.

Entry requirements for this pathway in addition to the framework entry requirements

There are no specific qualifications required for entry on to the apprenticeship framework, however, many employers require good (A*-C) GCSE passes in English and Maths in order to enter an Advanced Apprenticeship.

Prospective apprentices who have achieved a GCSE grade A*-C in Maths and English will be exempt from completing the corresponding Key Skills or Functional Skills, if these were gained within 5 years of beginning the Apprenticeship programme.

The majority of IT User apprenticeship roles require:

- Individuals to be proactive, fast learners;
- Individuals who are able to work independently or as part of a team;
- The ability to focus on assisting customers and colleagues find solutions to problems
- Good attention to detail and the ability to deliver what is required, when it is required
- Individuals to be open to change and focus on the requirements of the business at all times

Roles in administration or data management would suit individuals who:

- Are meticulous and methodical, and can work under pressure to set deadlines;
- Are well organised and efficient;
- Can manage multiple or complex tasks.

Roles in web publishing or creative industries would suit those who:

- Have an interest in design and creativity with a flair for creating audio, video and other multimedia products;
- Have good communication and team-working skills

Roles in application helpdesk support would suit those with:

- An interest in both hardware and software;
- Good problem solving ability

Job title(s)	Job role(s)
Application helpdesk support	Responding to hardware and software problems; setting up user hardware, software and security; designing solutions to improve business processes using IT
Office manager	Responsible for others' use of IT; developing and streamlining business processes for efficient office operations; setting up and using advanced application software features
Personal assistant	Managing tasks and diaries to tight schedule; preparing reports; researching for and preparing presentations
Website manager	Planning and designing websites; creating multimedia content for websites; working with IT professionals to build new sites
Teaching assistant	Preparing presentations and other learning resources; setting up mobile devices for learners; working with application software to manage learner records
Sales account manager	Using mobile communications; managing enquiries, quotations and orders; creating and reporting management information

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 3 Diploma in IT User Skills (ITQ Advanced Apprentice)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/0994/9	City and Guilds	39	280	
B1b	600/1513/5	EDI	39	290-295	
B1c	600/1634/6	Edexcel	39	280-360	
B1d	600/1958/X	OCR	39	290-310	
B1e	600/1868/9	NCFE	39	280-285	
B1f	600/2879/8	BCS	39	280	

Notes on competence and knowledge qualifications (if any)

B1 draws on the units from the ITQ framework, maintained by e-skills UK. All ITQ Awarding Organisations use the same shared units in their Diplomas.

B1 includes 10 credits from mandatory knowledge units:

Level 3 Understanding the potential of IT (8 credits)

Level 3 Developing Personal and Team Effectiveness Using IT (2 credits out of 4 are assessed through knowledge test)

The remaining mandatory unit (5 credits) and a wide range of optional units (minimum 22 credits) are competence-based units.

Transferable skills (Wales)

Essential skills (Wales)

	Minimum level	Credit value
Communication	Level 2	
Application of numbers	Level 2	
IT	Level 2	

Progression routes into and from this pathway

While it is not mandatory for an apprentice to achieve a Level 2 Apprenticeship prior to embarking upon a Level 3 programme, it may be beneficial to begin at Level 2 as some of the fundamentals of an IT business and core technical skills need to be learned at a basic level before more advanced IT user skills and techniques can be effectively applied in the workplace.

In some instances however, prior qualifications, training or experience may have equipped an apprentice for direct entry to Level 3. For example, The Welsh Baccalaureate would also provide a suitable basis of knowledge for an apprentice.

Having completed the Level 3 Apprenticeship, an apprentice can progress to further vocational study in their chosen sector, for example, to take a Foundation Degree. They may also progress to Further or Higher Education to take an HNC or HND programme.

UCAS points for this pathway: n/a

Delivery and assessment of employee rights and responsibilities

To achieve the ERR national outcomes the apprentice must demonstrate that he/she:

1. Knows and understands the range of employer and employee statutory rights and responsibilities under Employment Law. This should cover the apprentice's rights and responsibilities under the Employment Rights Act 1996, Equality Act 2010 and Health & Safety legislation, together with the responsibilities and duties of employers;
2. Knows and understands the procedures and documentation in their organisation which recognise and protect their relationship with their employer. Health & Safety and Equality & Diversity training must be an integral part of the apprentice's learning programme;
3. Knows and understands the range of sources of information and advice available to them on their employment rights and responsibilities. Details of Access to Work and Additional Learning Support must be included in the programme;
4. Understands the role played by their occupation within their organisation and industry;
5. Has an informed view of the types of career pathways that are open to them;
6. Knows the types of representative bodies and understands their relevance to their skill, trade or occupation, and their main roles and responsibilities;
7. Knows where and how to get information and advice on their industry, occupation, training and career ;
8. Can describe and work within their organisation's principles of conduct and codes of practice;
9. Recognises and can form a view on issues of public concern that affect their organisation and industry.

The Employee Rights & Responsibilities must be formally assessed and verified through:

Completing and assessing the Employment Rights and Responsibilities Portfolio, available at www.e-skills.com/apprenticeships. The portfolio must then be signed and submitting to e-skills UK for approval.

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

There are no barriers to entry as an IT User for any group of people, indeed there are many and varied opportunities to develop knowledge and competence as an IT user in a wide range of job roles and sectors.

With over 90% of job roles now demanding IT, there is little imbalance on the basis of gender, race or religion. However, there are still an estimated 9m people in the UK without the basic skills to use a computer and access to the internet and broadband speed remain significant barriers to workforce development. e-skills UK have been actively campaigning as part of the government's Digital Britain initiative to break down barriers for hard-to-reach learners and ensure equality of opportunity.

e-skills UK has initiated or participated in a number of programmes to address the knowledge of skills of business leaders and managers and assist them to exploit the full potential of IT in their business. The e-skills UK Business IT Guide is one such example.

With many IT users being self-taught, there is also a lack of awareness of the level of skills held by the individual. The IT User NOS are now recognised as the basis of all qualifications for IT Users in the UK, and have allowed users and employers to benchmark their current skills and address skills gaps.

All Apprenticeships supported by public funding must conform to contractual requirements on equal opportunities. All employers of Apprentices should have an Equal Opportunities policy statement.

On and off the job training (Wales)

Summary of on- and off-the-job training

The Level 2 pathway has a minimum of 315 total Learning Hours.

This is made up as follows:

- Core and Mandatory units: 130 hours
- Optional units: Minimum of 165 hours
- Employee Rights and Responsibilities: 20 hours

The Level 3 pathway has a minimum of 325 total Learning Hours.

This is made up as follows:

- Core and Mandatory units: 140 hours
- Optional units: Minimum of 165 hours
- Employee Rights and Responsibilities: 20 hours

For Apprentices without the required level of Essential Skills, there would be an additional 45 Learning Hours per Essential Skill.

Off-the-job training

Each Foundation Apprentice must receive at least 105 hours of off-the-job learning, excluding Essential Skills.

Each Apprentice must receive at least 105 hours of off-the-job learning, excluding Essential Skills.

How this requirement will be met

Off-the-job learning will be required for the Foundation Apprentice, or Apprentice to achieve the knowledge component of the ITQ Diploma qualification.

Employee Rights and Responsibilities: 20 hours off-the-job at each level.

The Level 2 Diploma (ITQ Apprentice) includes core knowledge units with a minimum of 85 hours that can be delivered off-the-job.

The Level 3 Diploma (ITQ Advanced Apprentice) includes core knowledge units with a minimum of 85 hours that can be delivered off-the-job.

In addition, elements of Essential Skills will also be delivered off-the-job.

On completion of the Apprenticeship, the off-the-job learning hours can be evidenced through submission of the combined Competence and Knowledge Qualification, Essential Skills and Employee Rights and Responsibilities.

On-the-job training

The Level 2 pathway includes a minimum of 210 on the job learning hours.

The Level 3 pathway includes a minimum of 220 on the job learning hours.

How this requirement will be met

An Apprenticeship programme is fundamentally designed to be a work-based programme, whereby instructor-led learning can be immediately applied by apprentices in a real work context.

The qualifications contained in the framework reflect the overall design of an apprenticeship. Wherever possible, the competences should be assessed holistically in the workplace, ensuring that any knowledge elements in the units are learned in the work and organisational context. The discrete knowledge units may be taught 'off-the-job' and assessed using assignments or tests in order to ensure the apprentice has gained an appreciation of the wider impact of IT in business and society and understands the underpinning theory and principles required for their role.

An Apprentice can plan and review their use of predefined or commonly used IT tools for complex and non-routine activities. As a result of reviewing their work, they will be able to devise solutions in the use of IT tools in order to improve productivity for themselves and others. Through coaching on-the-job, they will develop transferable skills and techniques for self-help and in turn be prepared to offer support and advice to others.

On completion of the Apprenticeship, the off-the-job learning hours can be evidenced through submission of the combined Competence and Knowledge Qualification, Essential Skills and Employee Rights and Responsibilities.

Wider key skills assessment and recognition (Wales)

Improving own learning and performance

The Wider Key Skill for 'Improving own learning and performance' is not included in the framework, as the content is embedded in the mandatory units.

Working with others

The Wider Key Skill for 'Working with others' is not included in the framework, as the content is embedded in the mandatory units.

Problem solving

The Wider Key Skill for 'Problem solving' is not included in the framework, as the content is embedded in the mandatory units.

Additional employer requirements

There are no additional requirements

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