

ICT NETWORKING AND SYSTEMS SUPPORT

Level 2

Version 11/11

Subject Area	Qualification	Level	Awarding Body
ICT System Support	City and Guilds Diploma	Level 2	City and Guilds

Course Summary

This course is a one year full time course and provides an excellent foundation for students pursuing a career in IT. It also gives learners a broad knowledge of computer hardware and software technologies together with practical experience in this field.

The course consists of two parts (Level 1 and Level 2). Students MUST successfully complete Level 1 between September and December before they can move onto Level (January to June).

How will I be assessed?

The course is made up of two units for Level 1 and four units for Level 2. For Level 1, candidates will be required to complete two assignments for unit 111 and unit 102.

For level 2, candidates must successfully complete the assessments for unit 401, 402, 403, 404 and 408. Assessment for unit 401 will be by means of a multiple choice test covering underpinning knowledge. Assessment for units 402, 403, 404 and 408 will be by means of a set assignment covering both practical activities and underpinning knowledge.

Entry Requirements

You should normally be aged 16 years or over. You will need at least four GCSE at grade D, including both Mathematics and English.

How much time will I spend on the course?

You are required to attend 16 hours per week for completion of each unit including group and individual tutorials.

How is the course taught?

There is a variety of methods including formal lectures and practical sessions. Students are required to work both individually and as part of a team.

Where is the course taught?

Bromsgrove Campus

Who is this course suitable for?

This course is intended for those who wish to study the practical aspects of setting up and maintaining computers.

What materials do I have to provide?

Learners will need to be prepared with writing materials and memory stick.

Are there any additional costs or specialist equipment required?

No academic fees for age 16-18.

What are the mandatory modules or units?

You will study routine maintenance of computer hardware and software on standalone computer systems, installing and configuring computer hardware and software.

There are seven units;

- **Dismantle, Assemble, Install and Maintain a Desktop Computing System (L1)**
- **Fundamentals of Computing Systems and Customer Care (L1)**
- **Maintain ICT Equipment and Systems (L2)**
- **Customer Support Provision (L2)**
- **Install and Configure Equipment and Operating Systems (L2)**
- **Install Configure and Maintain Software (L2)**
- **Install, Configure and Test ICT Networks (L2)**

Note;

All students are required to complete the three Functional Skills Units in Communication, Application of Numeracy and Information Technology

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What can I do after this course?

Successful completion of this course can lead to opportunities to progress on to City and Guilds level 3 IT System Support or BTEC National Diploma in IT Practitioners.

What careers would this course be useful for?

Successful completion of this course can lead to opportunities for employment as IT Technical Support

How do I apply / join this course?

Telephone (01527 570020) or visit Student Advice and Guidance Department for an application form.
Alternatively apply online at - info@ne-worcs.ac.uk.

Can I get any financial support with the costs of study?

From September 2011, young people who need financial support to help them stay in Education or training after 16 can apply to NEW College for the new 16-19 Bursary Fund.

Those most in need will be eligible for a bursary of £1200 a year. This includes young people in care, care leavers, young people receiving income support and disabled young people receiving both Employment Support Allowance and Disability Living Allowance. Young people eligible for income support will include some teenage parents, young people estranged from their families, and those whose parents have died.

Other students facing financial difficulties may also be able to claim a bursary to help with costs of transport, food, equipment or other course-related costs.