



APPRENTICESHIP

# Professional Competence for IT and Telecoms (HNC Route)

Level 4

# 4



# Apprenticeship Framework

The Level 4 Professional Competence for IT and Telecoms (HNC Route) is specifically designed to meet the increasing demand for qualified information technology and telecoms professionals across the private and public sectors of the UK economy. This nationally recognised qualification equips learners with the tools to effectively design, install, upgrade, manage and maintain IT and Telecoms networks.

## The programme prepares learners for roles such as:

- IT Manager
- Network Engineer
- Network Administrator
- Cyber Security Specialist
- Data Centre Manager

## Who is this apprenticeship for?

This programme is for candidates who work with IT networks and have a good level of experience and or knowledge of the sector or those progressing from a relevant prior qualification. E.g. IT related A-level or a Level 3 apprenticeship in a related IT discipline.

## On completion of this apprenticeship you will achieve the following:

- BTEC HNC in Computing
- Pearson Level 4 BTEC Diploma in Professional Competence for IT and Telecoms Professionals (Wales)
- Level 2 Essential Skill in Application of Number
- Level 2 Essential Skill in Communication



## Benefits of the apprenticeship programme:

**Accelerate Your Career Growth:** With the Level 4 Higher Apprenticeship, you will fast-track your career by gaining invaluable hands-on experience alongside theoretical knowledge. You will be equipped with the tools to excel as a Network professional and make a difference in your organisation.

**Industry-Recognised Certification:** Upon successful completion of this programme, you will earn a prestigious industry-recognised certification, providing you with a competitive edge in the job market. Employers value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.

**Practical and Real-World Learning:** Our programme emphasises practical, real-world learning. You will practice skills in a classroom environment and be able to apply within your workplace, collaborating with experienced colleagues who will guide you through every step of the process.

**Tailored Curriculum:** Our comprehensive curriculum is designed to meet the demands of the ever-evolving IT and Telecoms industry. You will cover essential topics such as network security, networking principles and fault diagnostics, planning a computing project, programming, intelligent systems and artificial intelligence.

**Experienced and Knowledgeable Advisors:** Throughout your apprenticeship, you'll have access to a network of experienced advisors who will provide guidance, support, and feedback. Learn from industry experts with a wealth of knowledge and experience across the IT and telecoms sector.

## Course Delivery

- Typical duration of 24 months.
- Induction session for apprentices and for their line managers.
- 88x full day technical skills and knowledge workshops. (approximately 1 per week)
- Supported by self-study online resources.
- One to One tutor coaching and assessment support sessions
- 4 Essential skills assessment days. (2 Preparation days and 2 Live Task days) \*\*
- 2 hour long essential skills confirmatory tests. \*\*

*\*\*Essential Skills activities are not applicable to apprentices with exemptions.*



# BTEC Higher National Certificate in Computing

## Course Delivery

This element of the programme will be delivered through blended learning with learners attending full day knowledge and technical skills workshops delivered either face to face or virtually using Microsoft Teams on an approximately weekly basis across the 24-month duration of the programme .

Assessment for the HNC qualification is through completion of written assignments and projects aligned to each of the units of study.

## What you will learn

This programme is made up of technical units providing a broad range of knowledge and skills across the discipline of computing.

### Unit Titles

Programming  
Networking  
Professional Practice  
Database Design & Development  
Security  
Planning a Computing Project (Pearson-set)  
Software Development Lifecycles  
Fundamentals of Artificial Intelligence (AI) & Intelligent Systems



# Level 4 BTEC Diploma in Professional Competence for IT Professionals

## Course Delivery

This element of the programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means. (for example, Microsoft Teams)

The knowledge and skills for this element of the programme will be gained through attendance at the regular off the job workshops spanning the 24 months of the programme and covering the HNC Computing content.

## Qualification Structure Summary

The Level 4 BTEC Diploma in Professional Competence for IT Professionals consists of 3 mandatory units, with a total of 30 credits plus a minimum of 21 optional credits.

Unit rules of combination.

- Mandatory Units (Learners must achieve all 3 units) – 30 credits.
- Optional units – minimum 50 credits.
- The same unit may not be selected at more than one level (e.g. Working with ICT Hardware and Equipment Level 3 and Working with ICT Hardware and Equipment Level 4)

Mandatory Units	
Unit Title	Level
Health and Safety in ICT	1
Develop Own Effectiveness and Professionalism	4
Security of ICT Systems	4

Optional units		
Unit Title	Level	Credits
Care Customer Care in ICT	1	6
Customer Care in ICT	2	9
Customer Care in ICT	3	12
Customer Care for IT and Telecoms Professionals	4	12
Interpersonal and Written Communication	1	3
Interpersonal and Written Communication	2	9
Interpersonal and Written Communication	3	12
Technical Fault Diagnosis	2	9
Technical Fault Diagnosis	3	12
Technical Fault Diagnosis	4	15
Working with ICT Hardware and Equipment	1	6
Working with ICT Hardware and Equipment	2	9
Working with ICT Hardware and Equipment	3	12
Working with ICT Hardware and Equipment	4	15
Customer Apparatus and Line Installation	3	22
Remote Support for Products or Services	1	6
Remote Support for Products or Services	2	9
Remote Support for Products or Services	3	12
Remote Support for Products or Services	4	15
Security of ICT Systems	1	3
Security of ICT Systems	3	12
Software Installation and Upgrade	1	6
Software Installation and Upgrade	2	9
Software Installation and Upgrade	3	12
System Management	2	6
System Management	3	12
IT and Telecoms System Management	4	15
ICT System Operation	1	6
ICT System Operation	2	9
ICT System Operation	3	12
IT and Telecoms System Operation	4	15
Technical Advice and Guidance	2	9
Technical Advice and Guidance	3	12
Technical Advice and Guidance	4	15
Testing ICT Systems	1	6
Testing ICT Systems	2	9
Testing ICT Systems	3	12
Testing IT and Telecoms Systems	4	15
User Profile Administration	2	6
User Profile Administration	3	9
Copper Cable Jointing and Closure Techniques	3	23
Introduction to Fibre Telecommunications	2	2

Industry Communicating in the IT Industry	2	5
Presenting Information Using ICT	2	10
<b>Restricted Optional units - Learners may complete a maximum of 12 credits.</b>		
Using Email	1	2
Using Email	2	3
Using Email	3	3
Using the Internet	1	3
Using the Internet	2	4
Using the Internet	3	5
Presentation Software	1	3
Presentation Software	2	4
Presentation Software	3	6
Word Processing Software	1	3
Word Processing Software	2	4
Word Processing Software	3	6

## Have any questions about our Level 4 BTEC Diploma in Professional Competence for IT Professionals?

We are here to help. If you have any further questions or enquiries about the main qualification element of the programme, please contact [info@alstraining.org.uk](mailto:info@alstraining.org.uk)



# Essential Skills Qualifications

When you agree to undertake an apprenticeship, you may be required to complete Essential Skills as part of your Apprenticeship framework.

## Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number, Digital Literacy is assessed via a controlled task and structured discussion.

## Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish. This will be discussed with you before you sign up with us and will also be followed up by your assessor before and during your first visit from us.

### Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact [info@alstraining.org.uk](mailto:info@alstraining.org.uk)