

### City & Guilds Diploma in IT Users / ICT Systems Support Level 2



#### In a nutshell

You will combine technical skills for PC maintenance with the software skills at Level 2 to develop a more rounded approach to systems support.

#### This course is for you if...

- ... You aspire for a dynamic career in information technology
- ... You want to develop further skills and knowledge in IT
- ... You want to progress to a HE course in IT

## What will I be doing?

You'll learn more about hardware and software installation, PC maintenance as well as troubleshooting skills to progress into the IT industry.

By studying for an IT User qualification at Level 2, you will enhance your support skills within an ICT function. The IT User qualification will enable you to use a variety of software applications and systems.

You will cover units such as:

- Computer system component basics
- Diagnosis
- Health and safety
- Assembling, dismantling, installing and maintaining a desktop system
- Networking
- Computer security

This course can help you to progress into a wide range of ICT roles, including:

- Systems support desk technician
- Database administrator
- IT product developer

You will be assessed throughout the academic year through practical assignments and achieve the following qualifications:

- City & Guilds Diploma Level 2 Systems Support
- City & Guilds Diploma Level 2 IT Users (ITQ)
- Appropriate supporting qualifications to broaden your skill set and meet the needs of industry

[Skills Activities](#)

[Maths and English](#)

## What is expected of me?

To enter the course, you'll need a minimum of 4 GCSEs grade D or above to include either Maths/Numeracy or English/Welsh First Language; or an appropriate Level 1 Diploma qualification in the relevant vocational area to include either GCSE Maths/Numeracy or



## COURSE INFORMATION LEAFLET

English/Welsh First Language grade.

Full commitment to attendance is required. Respect for others, enthusiasm for the subject and self-motivation along with a passion for subject are the essential qualities we expect to see in all our learners. You will be continually assessed and there is an expectation that you will continue your studies and coursework during your own time.

### **What comes next?**

The Level 3 BTEC Extended Diploma in Computing.

### **Additional information**

Additional costs could include £25 for Educational Trips plus £10 for files/stat/pen drive.

Apply online at [www.coleggwent.ac.uk](http://www.coleggwent.ac.uk)

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