

IT User Skills

Intermediate Apprenticeship (ITQ) and Level 2 Diploma



“We believe this course gives an excellent grounding. I can see how my staff have grown in confidence when resolving IT associated problems.”

D. Craven, DC Developments

Over three-quarters of the UK workforce use IT in their jobs, but 1 in 10 businesses say there are gaps in the IT skills they need

Factfile

Aimed at:

Anyone who uses technology at work

Length of Level 2 Qualification:

12 months

Length of Intermediate Apprenticeship:

12 - 18 months

Location:

Greater Manchester, Warrington, Merseyside

Funding:

Usually part or fully Government funded

Employer commitment:

Study time/access for training and development

For enrolment:

Freephone: 0800 389 5283

Email: apprenticeships@mantralearning.co.uk

The programme

The Level 2 Diploma in IT User Skills provides an up-to-date, nationally recognised IT user qualification tailored to business and individual needs. It is a vocationally related, credit-based qualification (QCF) that can help improve productivity, effectiveness and businesses' ability to participate in the digital economy. It does this by developing employees' IT skills.

The Level 2 Diploma in IT User Skills has been developed by E Skills UK, which is the Sector Skills Council for Business and Information Technology.

The Level 2 Diploma in IT User Skills is a combined qualification that forms both the competency and knowledge elements of the Intermediate Apprenticeship, which also equips your staff with numeracy, literacy skills and ICT.

Employer benefits

- 67% of employers experienced an improvement in productivity and growth within all departments
- 79% of employers have reduced staff turnover and lower absenteeism following a Mantra course
- Access to a fully funded Health and Safety audit worth over £300, and a Business Improvement Needs Analysis (BINA)

Outcomes

The programme ensures staff understand the relationship between IT and business success. The Apprenticeship also equips staff with the key skills to drive your business forward.

IT User Skills

Intermediate Apprenticeship (ITQ) and Level 2 Diploma



“A fantastic course, I couldn’t be more impressed”

Programme delivery

All Mantra Learning Training Advisors are industry professionals who are specialists in the area in which they teach and are members of the Institute for Learning.

Programme design

To achieve this qualification, learners need to complete a minimum of 38 credits, comprising 16 credits from the mandatory units and at least 22 credits from the optional units.

Mandatory unit

All mandatory units must be completed	Credit	Level
Improving productivity using IT	4	2
Understanding the potential of IT	8	2
Develop personal and team effectiveness using IT	4	2

Optional units

At least 22 credits from these optional units	Credit	Level
IT user fundamentals (excluding apprenticeship)	3	2
Setting up an IT system	4	2
Optimise IT system performance	4	2
IT security for users	2	2
IT communication fundamentals (excluding apprenticeship)	2	2
Using the Internet	4	2
Using email	3	2
Using collaborative technologies	4	2
Using mobile IT devices	2	2
Personal information management software	2	2
IT software fundamentals (excluding apprenticeship)	3	2
Audio software	3	2
Video software	3	2
Bespoke software	3	2
Specialist software	3	2
Computer accounting software	3	2
Data management software	3	2
Database software	4	2
Design software	4	2
Imaging software	4	2
Desktop publishing software	4	2
Drawing and planning software	3	2
Multimedia software	4	2
Presentation software	4	2
Project management software	4	2
Spreadsheet software	4	2
Website software	4	2
Word processing software	4	2

Additional Apprenticeship units

Functional skills at level 1 in English and mathematics and ICT at level 2
Employment rights and responsibilities workbook
Personal learning and thinking skills

Assessment

The Mantra Learning Advisor will use a range of assessment methods including observation, question and answer, video, professional discussion and written reports. Their visits usually take place once a month with progress assessed and reviewed every three months or sooner if necessary. We also arrange an Employer Review every six months to measure the impact of the programme on your business.

Opportunities for further development

Learners can progress to:

- Level 2 Business Administration
- e-learning courses in using software packages
- An Advanced Apprenticeship in a range of activities
- A Foundation Degree delivered by Mantra in collaboration with Bolton University

**For further information and
to increase the value of your staff:
FREEPHONE**

0800 389 5283

www.mantralearning.co.uk



ENABLING PEOPLE TO TRANSFORM BUSINESS