

Course Outline

Course name: IT Practitioner Level 1

How many weeks is the course?

12 weeks

What are the dates of the course?

Courses start in April, September and January.
Please call 02072756750 to confirm the next start dates.

What are the days and times of the course?

Classes usually run for two days per week between Monday and Friday (9.30-4.30).
Please call 02072756750 to confirm the next start dates and days.

Classes will be held at Kingsland Road Site.

What qualifications will I get?

Level 2 Certificate in ICT Professional Competence (C&G 4520-01)

Which units will I cover/ What will I study?

- Cisco IT Essentials (1 - 10)
- Working With Hardware Equipment
- Customer Care
- Technical Fault Diagnosis
- Health & Safety (Working with IT)

The emphasis will be laid on organisation skills, planning and prioritisation abilities through coursework. We will use scenario (simulate situation and role play) based learning where you apply all the skills. Customer Care unit will be assessed by realistic telephony scenario.

What soft skills you will acquire while you study?

- Communication and interpersonal skills
Eg. Demonstrate assembling and disassembling of PC. You will be required to make presentations in regards with your work.
- Organisation, planning and prioritisation abilities
Eg. You will be marked for every assignment that will have a deadline, the points will be awarded for punctuality, meeting deadlines etc
- Customer focus and service orientation
Eg. Your work will simulate real helpdesk and that will be assessed by ELATT staff who will act as your client. Meeting specifications will be essential.
- Self motivation and drive
Eg. Your innovation, style and self drive will be reflected in the work you produce.

Who is the course suitable for?

For people with experience and understanding of the computers. Learners should be proficient computer users with knowledge of Office package and wish to pursue a career in IT maintenance.

Essential Entry Requirement:

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- Level 2 IT Users
- Literacy level 2*

*(Additional Learning support is available for learners to attain literacy level 1 along with the course if they are not at the level)

Is there any work experience?

One week placement will be offered at ELATT to enhance your skills.

What jobs can I expect after completing this course?

These skills will complement your previous skills in office environment. It will be able to enable you to acquire starter office job which have some sort of troubleshooting experience. This will also give you skills to work in Customer care roles.

What else could I do on the course?

- Aptitude building and reasoning skills through activities.
- You will develop your employability skills and your ability to work in a team and on your own initiative.
- You may be offered opportunities to gain work experience through voluntary placement. This will help you practice your acquired skills and get a job in the future.
- You will also be supported in producing a well written CV and in job search.
- Workshop will be held to improve your communication and interpersonal skills, you be asked to demonstrate through a presentation.
- We will hold talks to enhance and support Jobs and Work, Cover letters and CV's, Job interviews in the UK, Working in the UK, Employability, Starting a new job, Skills for the workplace, Future plans and ambitions

*The functional test for Literacy and Numeracy will be offered at Level 1 or 2. If you have not received a Literacy or Numeracy qualification or equivalent above Level 1 in the last five years then you will be encouraged to take the tests.

How is the learning Marked/Assessed?

The assessments are a combination of exams and portfolio building based on a realistic working environment. You will be additionally asked to demonstrate innovation through your work. The work will be assessed by ELATT staff. You will need to have a professional discussion with your tutor to document the work you have done.

What can I do next?

Progression to IT Practitioners Level 2 or employment

Please Note

ELATT reserves the right to alter curriculum content and timetabling if required.