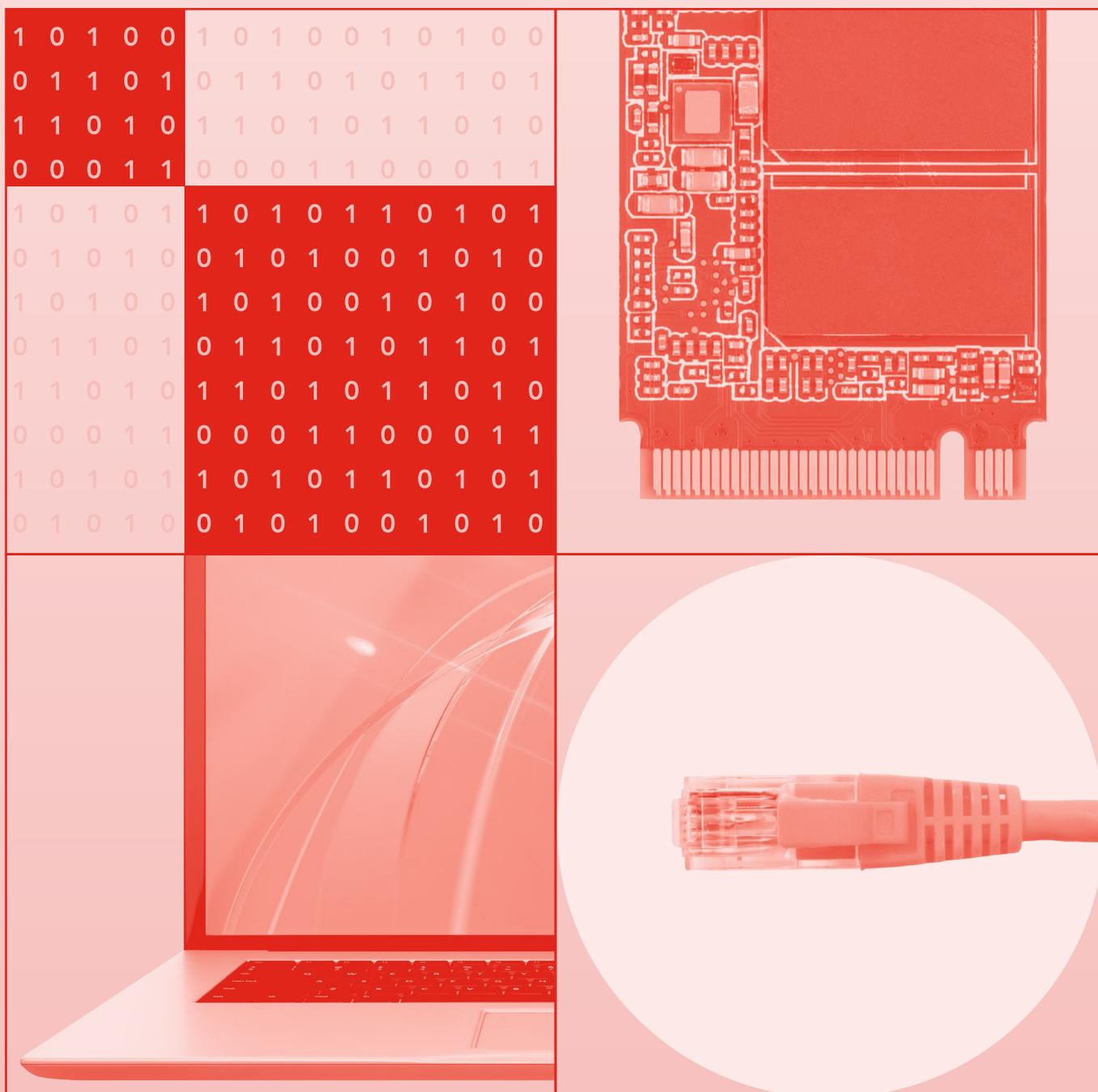


Unlock the future with digital confidence

A guide to our digital and IT qualifications and apprenticeships





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Introduction

Digital and IT skills are integral to every aspect of modern life and work – driving industries, fuelling innovation and enabling people to work smarter, solve problems and manage everyday tasks with ease.

Our qualifications and apprenticeships, developed in collaboration with employers and industry experts, support learners at every stage – from building strong foundations to progressing towards a career in tech. With a focus on practical, real-world application, they prepare learners to use technology confidently and adapt to new tools and platforms.

Through clear progression pathways, learners gain the skills and confidence needed to succeed and thrive in an increasingly digital world.

At City & Guilds, we provide the resources and support you need to deliver effectively, including:

- A comprehensive library of qualification materials and resources
- Expert guidance from our team of industry and technical specialists
- Support with curriculum planning, delivery, funding updates and quality assurance





Digital and IT apprenticeships

Our Level 3 and Level 4 apprenticeships are available in England for learners aged 16 and above – with no upper age limit.

Through direct learning from experienced professionals in genuine work settings, apprentices acquire practical, career ready skills while earning a competitive salary. For employers, they provide an opportunity to nurture and grow the next generation of talent.

City & Guilds has delivered the highest number of Ofqual-regulated apprenticeship assessments, according to official regulator statistics. With over 100,000 EPAs completed across multiple standards and a 90% pass rate, we're here to help your learners achieve success the first time.

Learning resources to support apprenticeships

Apprenticeship training manuals

We offer a comprehensive range of apprenticeship training manuals designed to support apprentices throughout the on-programme phase. Each manual includes practical tasks to aid progression, along with signposted opportunities to develop and demonstrate essential soft skills, behaviours, and core maths and English competencies.

Our manuals also feature appraisal documentation for annual reviews, helping ensure structured feedback and continuous improvement. Available for all our apprenticeship standards, these resources can be purchased and accessed via SmartScreen – our dedicated tutor and learner support platform.

[Find out more](#)





Apprenticeships

Standard	EPA	Apprenticeship training manual
Level 3 Data Technician ST0795	Data Technician (9665-12)	Yes
Level 3 Multi-channel Marketer ST1031	Multi-channel Marketer (9610-12)	Yes
Level 3 Digital Support Technician ST0120 (Digital Applications Technician and Digital Service Technician pathways)	Digital Support Technician – Digital Applications Technician (9703-12) Digital Support Technician – Digital Service Technician (9703-13)	Yes
Level 3 Information Communication Technician ST0973 (Support Technician, Network Technician and Digital Communications Technician pathways)	Information Communication Technician – Support Technician (9602-12) Information Communication Technician – Network Technician (9602-13) Information Communication Technician – Digital Communications Technician (9602-14)	Yes
Level 3 Software Development Technician ST0128	Software Development Technician (9704-12)	In development
Level 4 Cyber Security Technologist ST1021 (Cyber Security Engineer, Cyber Risk Analyst, Cyber Defender and Responder pathways)	Cyber Security Technologist – Cyber Security Engineer (9661-12) Cyber Security Technologist – Cyber Risk Analyst (9661-13) Cyber Security Technologist – Cyber Defender and Responder (9661-14)	Yes
Level 4 Data Analyst ST0118	Data Analyst (9770-12)	Yes
Level 4 Network Engineer ST0127	Network Engineer (9601-12)	Yes
Level 4 Software Developer ST0116	Software Developer (9600-12)	Yes
Level 4 Business Analyst ST0117	Business Analyst (9609-12)	In development

[View our digital and IT apprenticeships on our website](#)





"Halfway through my apprenticeship, I can already say this journey has been transformative," shares, a Data Engineer Apprentice at Matillion. Baltic's programme has bridged the gap between academic theory and real-world data science, allowing me to apply concepts to meaningful projects. It's enabled a career switch I once thought impossible and given me the confidence to thrive in the fast-moving tech industry."

Isabelle
Data Engineer Apprentice
Matillion

[Read more](#)

Digital qualifications

Digital skills are now essential for success in virtually every industry. City & Guilds offers a comprehensive range of digital qualifications designed to equip learners with the knowledge and practical skills needed to thrive in today's technology-driven world.

Our qualifications span from foundational digital literacy to advanced technical expertise, supporting learners at every stage of their digital journey. Whether you're new to digital technologies, looking to upskill, or aiming to build a specialist career in IT, City & Guilds provides clear pathways with qualifications from Level 1 to Level 4.

Developed in collaboration with employers and industry experts, our digital qualifications ensure learners gain relevant, up-to-date skills that meet the demands of modern workplaces. With a strong focus on practical application and real-world scenarios, City & Guilds qualifications are trusted by employers and recognised globally.

For those pursuing a career in ICT, our qualifications open doors to a wide range of roles, including:

- Software, web, and game development
- Network installation, support, and design
- Hardware installation, support, and systems architecture
- Cybersecurity and software testing
- Social media and digital marketing
- Telecoms installation and support



Funding note: The Education and Skills Funding Agency (ESFA) regularly changes the funded qualification offer due to the ongoing qualification reforms. We advise checking funding criteria and eligibility on the ESFA 'Find a learning aim' database before registering your learner to ensure the learning aim is funded.



Learning resources to support qualifications

SmartScreen

To support your teaching, we provide a wide range of tutor resources for the qualifications listed below. These materials are available through SmartScreen with a subscription, giving you access to:

- Schemes of work
- Worksheets and activities
- Handouts
- PowerPoint presentations
- Multiple-choice questions

Resources are available for the following qualifications:

- 7574 Level 1 Award/Certificate/Diploma for IT Users
- 7574 Level 2 Award/Certificate/Diploma for IT Users
- 7574 Level 3 Award/Certificate/Diploma for IT Users



Digital - IT user

Our IT User qualifications are designed for individuals looking to build essential digital skills for today's workplace. Covering a broad range of competencies, from basic digital literacy and productivity tools to advanced applications. These qualifications provide practical, real-world knowledge. They're ideal for anyone seeking to enhance employability, adapt to evolving technologies, or gain confidence in using digital tools across everyday work environments.

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 1 iTQ Award for IT Users (7574-01)	500/6805/2	60	England, Wales, NI, International
Level 1 iTQ Certificate for IT Users (7574-01)	500/6759/X	85	England, Wales, NI, International
Level 1 iTQ Diploma for IT Users (7574-01)	500/6903/2	280	England, Wales, NI, International
Level 2 iTQ Award for IT Users (7574-02)	500/6706/0	70	England, Wales, NI, International
Level 2 iTQ Certificate for IT Users (7574-02)	500/6724/2	120	England, Wales, NI, International
Level 2 iTQ Diploma for IT Users (7574-02)	500/6760/6	275	England, Wales, NI, International
Level 2 Diploma for IT User Skills (7574-02)	600/0993/7	280	England, Wales, NI, International
Level 3 iTQ Award for IT Users (7574-03)	500/6697/3	85	England, Wales, NI, International
Level 3 iTQ Certificate for IT Users (7574-03)	500/6587/7	190	England, Wales, NI, International
Level 3 iTQ Diploma for IT Users (7574-03)	500/6688/2	290	England, Wales, NI, International
Level 3 Diploma in IT User Skills (7574-03)	600/0994/9	280	England, Wales, NI, International
Level 3 Diploma in Social Media for Business (7513-03)	600/4967/4	257	England, Wales, NI, International
Level 3 Diploma in Digital Marketing (7513-30)	601/0110/6	472	England, Wales, NI, International

[View our digital IT user qualifications on our website](#)





IT Professional

For those looking to start or advance a career in the digital sector, our IT Professional qualifications provide a clear pathway from entry-level roles to advanced technical positions. Covering key areas such as networking, cybersecurity, software development, cloud technologies, and IT support, these qualifications are designed to meet the demands of a fast-evolving industry.

Developed in collaboration with leading employers and industry experts, our qualifications focus on practical, real-world skills – ensuring learners gain the knowledge and experience needed to succeed in a dynamic and competitive digital landscape.

Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 3 Certificate in Networking and Architecture (9628-06)	603/0618/X	35	England
Level 3 Award in Mobile and Operating Systems (9628-07)	603/0619/1	24	England
Level 3 Award in Cloud Services (9628-08)	603/0620/8	24	England
Level 3 Award in Coding and Logic (9628-09)	603/0622/1	18	England
Level 3 Award in Business Processes (9628-10)	603/0623/3	18	England
Level 3 Award in Principles of Coding (9628-11)	603/1606/8	36	England
Level 3 Certificate in the Principles of Online and Offline Marketing (9628-12)	603/1608/1	72	England
Level 3 Certificate in Digital Marketing Business Principles (9628-13)	603/1610/X	77	England
Level 4 Diploma in Software Development Methodologies (9628-01)	603/0409/1	90	England
Level 4 Diploma in Software Language (9628-02)	603/0410/8	90	England
Level 4 Diploma in Network Principles (9628-03)	603/0412/1	90	England
Level 4 Diploma in Network Systems and Architecture (9628-04)	603/0413/3	90	England
Level 4 Diploma in Network Security (9628-05)	603/0414/5	90	England
Level 2 Award in Communications Cabling (3668-02)	610/0378/5	75	England, NI, International
Level 3 Certificate in Communications Cabling (3668-03)	610/0379/7	120	England, NI, International



Qualification	Accreditation number	Guided learning hours (GLH)	Available for delivery in
Level 4 Certificate in Cyber Security Induction (3660-01)	603/5327/2	73	England, International
Level 4 in Network and Digital Communications Theory (3660-02)	603/5328/4	76	England, International
Level 4 Award in Security case Development and Design Good Practice (3660-03)	603/5329/6	46	England, International
Level 4 Award in Security Technology Building Blocks (3660-04)	603/5330/2	46	England, International
Level 4 Certificate in Employment of Cryptography (3660-05)	603/5334/X	55	England, International
Level 4 Award in Risk Assessment in Cyber Security (3660-06)	603/5335/1	30	England, International
Level 4 Certificate in Governance, Law, Regulation and Standards in Cyber Security (3660-07)	603/5336/3	60	England, International
Level 4 Diploma for ICT Professionals – Systems and Principles (7630-04)	600/6124/8	522	England, Wales, NI, International
Level 2 Diploma in ICT Professional Competence (4520-02)	501/1789/0	270	England, Wales, NI, International
Level 3 Diploma in ICT Professional Competence (4520-03)	501/1788/9	525	England, Wales, NI, International
Level 2 Award in ICT Systems and Principles (7540-12)	500/3475/3	100	England, Wales, NI, International
Level 2 Certificate in ICT Systems Support (7540-12)	501/1623/X	170	England, NI, International
Level 2 Diploma in ICT Systems Support (7540-12)	501/1430/X	250	England, Wales, NI, International
Level 2 Diploma in ICT Systems and Principles for IT Professionals (7540-12)	501/1859/6	220	England, Wales, NI, International
Level 3 Certificate in ICT Systems and Principles (7540-13)	500/3476/5	95	England, Wales, NI, International
Level 3 Diploma in ICT Systems Support (7540-13)	501/1585/6	489	England, Wales, NI, International
Level 3 Diploma in ICT Systems and Principles for IT Professionals (7540-13)	501/0277/1	315	England, Wales, NI, International
Level 2 IVQ Diploma in IT Systems Support (7267-24)	501/1430/X	250	England, Wales, NI, International
Level 3 IVQ Advanced Diploma in IT Systems Support (7267-25)	501/1585/6	489	England, Wales, NI, International

[View our IT professional qualifications on our website](#)



More skills solutions for your learners

Support your learners at every stage of their journey with functional skills, employability skills, leadership qualifications and more.

Skills for Work and Life

Maths, English and digital skills are essential at every stage of life. Whether learning, training or working, the ability to effectively communicate, work with numbers, solve problems and use technology is key to success.

At City & Guilds we offer a full range of support to strengthen maths, English and applied digital skills for 16-18s, adults and apprentices. This includes highly recognised qualifications such as Functional Skills, plus a broad set of developmental qualifications available from Entry Level 1 to Level 2 (Digital Functional Skills is available at Entry Level 3 and Level 1). Our flexible digital learning resources and support tools are designed to support learners at every stage.

Our ESOL Skills for Life, a suite of qualifications from Entry Level 1 to Level 2, supports speakers of other languages based within the UK to develop their English for work, further learning or everyday life. We shaped our offer around the specific needs of ESOL centres and learners, supporting flexible delivery, responsive assessment and encouraging maximum learner engagement.

In addition, we provide a broad, flexible range of Employability Skills qualifications, helping learners to enter the employment market or progress within their chosen sector.

[Find out more](#)

Assured – accredit your in-house training

We know that some organisations have specific training needs that cannot be met by existing qualifications. Our Assured service has been designed to evaluate and certify in-house training programmes against our Assured Benchmark Standards, confirming the quality of the processes and systems used to design, plan and deliver the training.

Securing Assured recognition demonstrates the strength of your training both internally and externally, showing that you take your employees' development seriously and that you are ensuring your workforce has the skills that you need.

[Learn more](#)





Sustainability and the green environment

Sustainability is now a priority across every industry, and employers are looking for individuals who understand how to work in more environmentally responsible ways. The Level 2 Award & Certificate in Sustainability and the Green Environment are ideal additions to your portfolio, helping you meet the growing demand for green skills across sectors.

Designed to support learners in any job role, these qualifications build knowledge around climate change, sustainability, and net zero, making them a strong fit alongside a wide range of programmes. Whether your learners are entering the workforce or upskilling for progression, this is a practical, future-focused way to broaden your offer and support meaningful career development.

[Learn more](#)

Launched September 2025

Level 2 Award in Wellbeing & Mental health of self and others

New for 2025, the Level 2 Award in Supporting Wellbeing and Mental Health of Self and Others is a short, flexible qualification designed to complement any level 2 programme. It helps learners build a foundational understanding of mental health, develop personal resilience, and gain a practical toolkit to support their own wellbeing and that of others, skills they'll carry into the workplace.

By embedding this qualification, providers add measurable value to any programme by supporting the broader development of learners, building self-awareness, confidence, and readiness for the world of work.

[Learn more](#)

ilm

Develop tomorrow's leaders with our globally recognised leadership and management provision. From supervision to strategic leadership (levels 2-7), ILM qualifications and apprenticeships give you the frameworks and support to deliver high-impact professional development.

[Find out more](#)





Why work with City & Guilds

Working with City & Guilds gives you access to comprehensive support including qualification resource materials, in-person and online events and direct, tailored support from our teams of sector and technical experts.

As part of our commitment to supporting learners into a job, on the job and onto the next job, we also offer accreditation and certification for a modern, digital-first world, whether that's through our verifiable digital credentials or our Assured in-house training accreditation service.

Explore our range of services and support...



People support

We understand the value our customers put on having direct access to the support they need to maximise success. That's why our specialist teams are available to support you at every stage of planning and delivery.

Learn more about our support teams...

Business development managers

Your local contact on-hand to support you with all aspects of qualifications, apprenticeships and skills development.

[Find out more](#)

Client managers

Our team of training experts work with employers to identify learning needs and maximise organisational growth through tailored Strategic Skills Reviews.

[Find out more](#)

Customer support team

Whatever your question, our customer support team are available to support with all enquiries from providers, employers and learners.

[Find out more](#)

Digital solutions managers

Our digital support team provide training sessions and advice on how to get the most out of our elearning and admin platforms to support a smooth and successful delivery.

[Find out more](#)

EPA partnership managers

From onboarding apprentices through to EPA, our partnership managers support customers at every stage of the apprenticeship journey.

[Find out more](#)

Funding and policy team

Get access to easy-to-digest funding and policy information and the latest updates through regular webinars hosted by our in-house experts.

Industry managers

Our industry experts keep customers, products and services up to date with the latest developments from their sectors, including regulatory, compliance and policy changes.

Technical advisors

With in-depth knowledge of both education and industry, our technical experts offer flexible support with programme delivery through in-person and online events and visits.

[Find out more](#)



Networking and events

We run face-to-face and online events to keep you up to date with the latest policy and practice, as well as City & Guilds qualifications and services that support delivery.

[Explore our upcoming events](#)



SmartScreen

SmartScreen is the City & Guilds tutor and learner support platform, providing online resources for our qualifications and apprenticeships.

Supporting over 150 qualifications and apprenticeships across 20 different industries, SmartScreen equips tutors and assessors with delivery tools and learners with engaging content.

[Learn more about SmartScreen](#)



Example credential journey



Digital credentials

As more and more of the hiring process moves to an online-first model, having a digital way to help showcase knowledge and skills to potential employers can be crucial tool to support career progression.

Digital credentials are a visual representation of an individual's skills that provide a convenient way to easily capture and share accomplishments and abilities online with professional networks and potential employers. They can be shared via email or social media and can provide a map of an individual's educational journey, giving your learners a competitive edge in the workplace.

[Find out more about digital credentials](#)



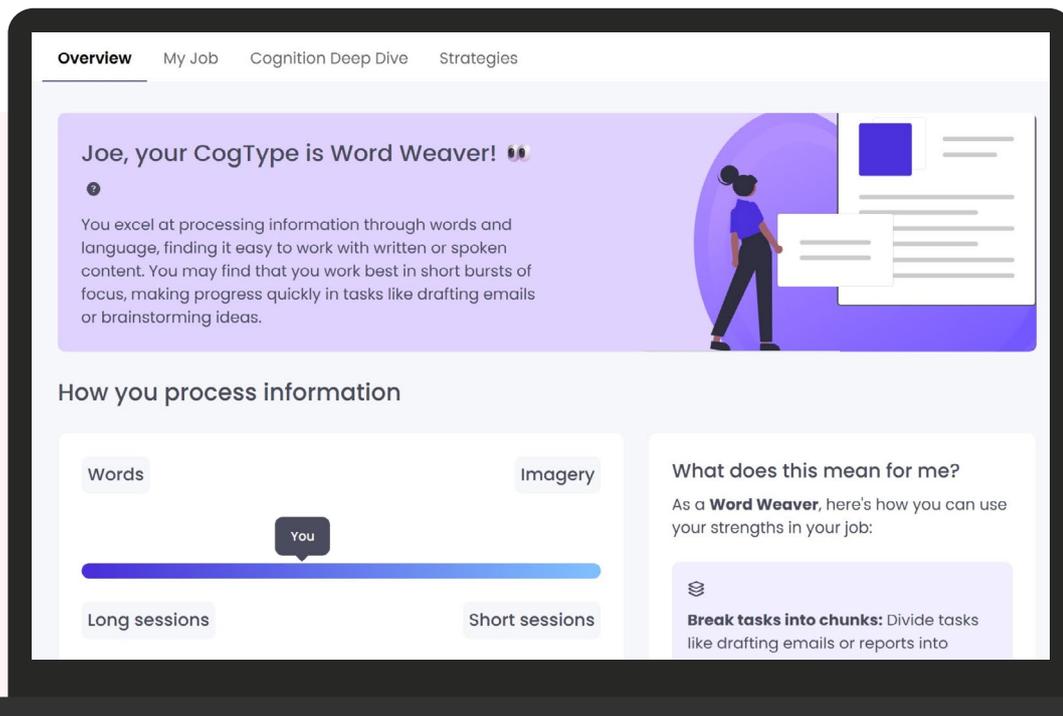
Cognassist

In today's learning environment, one-size-fits-all approaches no longer meet the diverse needs of learners. With growing pressure to improve retention, meet quality standards, and support every individual, providers need smarter, more scalable ways to personalise the learning experience.

City & Guilds has partnered with Cognassist to help providers deliver truly inclusive, personalised learning experiences that boost retention, support compliance, and improve learner outcomes.

Through cognitive assessment and personalised support strategies, this solution helps identify how each learner thinks and learns - ensuring no one is left behind.

[Find out more about the partnership](#)





Online resources and funding information

Qualifications reforms hub

Stay informed with updated guidance, timelines, upcoming support events, FAQs and news around City & Guilds qualifications

[Find out more](#)

Government resources

Find a learning aim (gov.uk) See the latest information on available qualifications, apprenticeship standards, T Levels and units.

[Find out more](#)

Department for Education funding overview

View the Department for Education's full list of funding approval information for qualifications in England.

[Find out more](#)

Guide to the post-16 qualification landscape (Department for Education)

A high-level overview of level 3 and below reformed qualifications for 2025 and beyond.

[Find out more](#)

Teaching support

Enhance your skills and confidence with flexible qualifications designed to support effective teaching, learning, and assessment across diverse settings.

[Find out more](#)

Partner with City & Guilds

Interested in delivering
City & Guilds qualifications,
apprenticeships or EPA?

As a trusted leader in skills development, we offer a comprehensive range of qualifications and training solutions to prepare individuals for success in today's evolving workplace.

Working with us gives you access to a broad portfolio across multiple sectors, from entry-level qualifications to senior leadership pathways. Our on-hand support teams are here to help you deliver the best learning experience for your learners.

Complete our form linked below to learn more about our automotive qualifications and training solutions.

[Get in touch](#)



About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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