

Declared Purpose:

The following purpose is for the City & Guilds Level 3 Diploma in ICT Systems Support 7540-13 (QAN no: 501/1585/6) as a Technical Level qualification.

The City & Guilds Level 3 Diploma in ICT Systems Support provides you with the knowledge and practical skills required to undertake specific job roles in this area either for an ICT company or ICT department in an organisation or gain access to an Apprenticeship.

Who is this qualification for?

City & Guilds Level 3 Diploma in ICT Systems Support has been developed for those who want to work in a System Support team within an ICT company or ICT department in an organisation or gain access to an Apprenticeship or further learning in ICT professional related areas

No previous experience or qualifications in ICT are required, though learners may hold one of the following qualifications;

- Level 2 Certificate ICT System Support
- Level 2 Diploma ICT System Support

What does the qualification cover?

City & Guilds Level 3 Diploma in ICT Systems Support qualification covers key subjects to enable you to be able to support systems, networks or user administration that includes a mandatory unit to develop customer support skills.

You can select other units to study for the area you are most interested in, such as;

- Networking principles
- ICT systems and data security
- Web development
- Testing ICT systems
- Repair centre procedures

The qualification also includes a number of industry recognised certificates from Microsoft, Cisco and CompTIA.

The knowledge and skills gained can also provide you with the capability of moving into Cyber Security or other aspects of ICT such as developing cabling infrastructures, system architecture, software testing and development.

What opportunities are there for employment or progression after I have finished studying this qualification?

The City & Guilds Level 3 Diploma in ICT Systems Support can provide the key skills and knowledge to progress into employment or undertake further education, which may be as an Apprentice.

Employability

You can apply for specific junior job roles in this area, such as:

- Network support
- Systems and operations support
- Telecommunications support.

Progression

1. ICT Professional

Holders of the City & Guilds Level 3 Diploma in ICT Systems Support can use this qualification toward the;

- Advance Apprenticeship for IT, Software, Web and Telecoms Professionals
- City & Guilds Level 4 Diploma in ICT Systems and Principles for IT Professionals
- Higher Level Apprenticeship for IT, Software, Web and Telecoms Professionals
- Level 4 Diploma in Information Security
- Higher Level Apprenticeship in Information Security

2. University

City & Guilds ICT Professional qualifications are recognised by a number of universities and higher education institutes as appropriate for entry onto degree or foundation degree programmes.

With suitable work experience this qualification is recognised toward membership of the British Computer Society/Chartered Institute of IT.

Further information can be found on our website and within the qualification handbook:

http://cdn.cityandguilds.com/ProductDocuments/IT/IT_Professional/7540/Centre_documents/7540-12-13_Qualification_handbook_v1-1.pdf