



Closing the gap between **performance and potential**



ITQ LEVEL 2

www.t2group.co.uk



WHO IS THE PROGRAMME FOR?

The Foundation Apprenticeship in ITQ is aimed at those looking to develop further skills and knowledge in hardware and software installation, PC maintenance as well as troubleshooting skills to enable them to progress into the IT industry.

HOW LONG IS THE PROGRAMME?

The programme is delivered over a period of 13 months.

HOW DOES IT WORK?

The programme is delivered entirely in the workplace on a one to one basis by your own dedicated assessor who meets with you face to face every month to provide individualised support. This includes teaching, training, assessment and regular reviews of your progress with you and your manager. The aim of the programme is for you to apply the new skills that you learn to improve your performance in the workplace.

WHAT QUALIFICATIONS WILL I ACHIEVE AT THE END?

On successful completion of the programme, you will have achieved a Level 2 Diploma in ITQ. This includes the following:

course units	Mandatory	A selection of some of the optional units available from a wider range include:
	<ul style="list-style-type: none"> • Deliver customer service • Understand customers • Principles of customer service • Understand employer organisations • Manage personal performance and development 	<p>Optional</p> <ul style="list-style-type: none"> • Communicate verbally with customers • Exceed customer expectations • Carry out customer service handovers • Resolve customer service problems • Support customer service improvements • Health and safety procedures in the workplace • Buddy a colleague to develop their skills • Employee rights and responsibilities



ESSENTIAL SKILLS

You will also need to pass:

- Essential Application of Number Skills Level 1
- Essential Communication Skills Level 1
- Essential Digital Literacy Skills Level 2

