

# Apprenticeship for IT Users: Become Proficient in IT in Your Job



## IT Users Apprenticeship

Apprenticeships are high quality work related training programmes for those that want to improve their IT skills and develop their future prospects and career, whatever your age. In doing an Apprenticeship for IT Users you will gain a valuable qualification and gain transferable skills that will enable you to succeed in your chosen career. On successful completion of the programme you will receive City & Guilds certificates.

An Apprenticeship is a programme of learning and development that gives you the skills, knowledge and competence you need for your job. The programme consists of:

- An NVQ for IT Users (ITQ) – this proves your competence of using IT in your job.
- Key Skills (Communication & Application of Numbers) - these give you the underlying skills you will need in business
- Employment Rights and Responsibilities –ensures that you know the key rights and responsibilities you have whilst at work.

The apprenticeship includes an initial assessment to help identify your current level of IT skills, what you need to know for your job, and what you know already.

### Length:

9 days of classroom training, plus one-to-one coaching & support

### Timescale:

4-12 months, depending on existing level of IT skills

### Cost:

Free

### To Qualify:

Must be EU citizen, be in employment, aged over 25 and not have a degree

### Requirements:

Must be confident in using a keyboard, Windows and a mouse. Additionally you must have used Word before and be familiar with entering text and basic text formatting.

## Classroom Training Included

The core qualification includes the following classroom courses, each one day in length:

- Word
- Excel
- PowerPoint
- Outlook or Access
- Operating a Computer plus Troubleshooting and Maintenance
- Applying numerical skills in the workplace
- Improving your communication skills
- Evidence Workshop

The training will consist of 9 one day sessions, one held each fortnight. Each course includes a step-by-step manual and two years use of our telephone help-line, free of charge, on anything covered by your courses. You will also have full access to online learning materials, if you wish.

### Your Portfolio: What you will be able to do

To complete the apprenticeship you will need to produce pieces of work, to demonstrate your ability to use your new skills in your job. Examples could include:

**PowerPoint:** Create a presentation about your organisation, including images & automated slides

**Excel:** Create a budget spreadsheet, including formulas and charts

**Word:** Create a report – including images, Tables, Headers & Footers and Table of Contents

**Email:** Create and use an email distribution list, use attachments, zipped files, signature and out of office.

**Operating a Computer:** Access the network, organise files and folders, find lost files and transfer files between your PC, memory stick and the network.

**Troubleshooting:** Basic skills for fixing the PC when it goes wrong

**Maintenance:** Keeping your computer in good working order

These are examples. If any of them are not relevant to your job, you will be asked to produce work that is.

### Free Bonus Course

Learners will be offered any course from the Happy Computers schedule, free of charge, once they complete the apprenticeship and achieve the qualification. Examples are 2 or 3 days courses in the following software:

- Dreamweaver
- MS Project
- Flash
- In Design
- Sage
- MS Expression Web
- Photoshop
- Train the Trainer
- Excel VBA

### Why is it Free? Where's the catch?

There is genuinely no cost. It is a key priority for the government to increase IT skills in the workplace and adult apprenticeships are the way it wants to achieve them. The qualification is therefore fully funded by the Learning and Skills Council.

Your commitment is to attend all the courses and complete your portfolio of work. This is vital: you will only achieve the certificate, and get the benefit of the courses, if you do the work.

#### Our guarantee:

You will be hugely more confident and more capable in using your computer by the time you achieve your qualification.

### Provided by Happy Computers

Happy Computers is recognised as one of the highest quality IT training companies in the UK and has recently been awarded **IT Training Company of the Year 2009** (Institute of IT Training annual awards). It has also been voted the best company in the UK for customer service by Management Today.

#### How to Book

Contact Happy Computers on 020 7375 7300 or email at [itq@happy.co.uk](mailto:itq@happy.co.uk)