




USING ICT



The apprenticeship in Using ICT is available across a wide variety of roles such as marketing, administration or social media for both the private and public sector.

The programme aims to improve productivity using ICT, develop an understanding of its potential and increase personal effectiveness.



USING ICT

WHO IS IT FOR?

- ▶ Those working regularly with computers within their role.
 - ▶ Eligibility criteria applies
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LEVELS

- ▶ This apprenticeship is available at Level 2 and 3
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PROGRAMME ELEMENTS

- ▶ Level 2 or 3 Diploma in Using ICT
 - ▶ Essential Skills Wales
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TOPICS COVERED

- ▶ Interpersonal and written communication
 - ▶ Working with ICT hardware and equipment
 - ▶ Developing own effectiveness and professionalism
 - ▶ Customer care in ICT
 - ▶ Health and safety in ICT
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WHAT NEXT?

- ▶ An apprenticeship in Using ICT at a higher level or a Management apprenticeship