Purpose Statement

Name of regulated qualification	
QN: 603/0510/1	Title: Pearson BTEC Level 2 Technical Certificate in IT Support (240 GLH)

What is IT support?

Organisations increasingly rely on computer systems in all areas of their operations and decision-making processes. Therefore, it is critical to ensure that IT systems run correctly and are regularly maintained. IT support, or technical support, is a service that provides this kind of support, as well as helping with specific problems with computer technology. IT support technicians may install and configure computer systems, diagnose hardware and software faults and solve technical and applications problems, either over the phone or in person, and/or monitor and maintain the computer systems and networks of an organisation. Organisations need IT support to ensure that their digital products, services and systems work effectively.

Who is this qualification for?

This qualification is for you if you want to start a career in IT support. It is designed for post-16 students and can be taken as part of a wider study programme. It is an ideal qualification if you are intending to progress directly to employment within IT, or to an IT apprenticeship.

What does the qualification cover?

This qualification has been developed in consultation with employers within the IT sector to ensure you learn the skills and behaviours that will give you the best opportunity to be successful when applying for work.

All the content of the qualification is mandatory and relates directly to the skills, knowledge and behaviours expected by employers in the IT sector. Key skills and knowledge in this occupational area involve understanding how information systems are used and applying technical knowledge related to computer hardware or software, so the areas you cover include:

- understanding IT network features and functions, common practices in network security, and the function and features of the main network appliances
- utilising a range of operating system (OS) security functions and associated features

- talking to clients to get details of faults

- deducing reasons for faults and explaining these to the client

- logging client calls, recording problems and solutions

- restoring processes in computers and peripherals

- setting up new equipment and upgrading existing systems

- testing and servicing equipment recording problems

- working as part of a team to support business IT networked and online features and functions

- understanding the main laws and regulations and ethical responsibilities regarding data protection, and the computer misuse act.

You will also enhance your broader skills in literacy and numeracy, which will be invaluable in supporting progression in other areas. In addition, you will develop transferable technical and practical skills in communication (working with colleagues, customers and clients), and research and project work (providing you with an opportunity to demonstrate your reflective practice by suggesting alternative approaches to a problem).

As part of your course, you will be required to engage with sector employers, where opportunities will be given for you to develop practical skills in preparation for employment.

What could this qualification lead to?

Achieving this qualification will give you an advantage when applying for a job in IT. The types of role you will be ready for are:

- IT security support technician

- helpdesk administrator

- IT service desk support

- customer support technician.

When studied as part of a full study programme, typically alongside maths and English, this qualification also gives you a sound basis to progress further within the information technology sector to a level 3 qualification, such as a BTEC level 3 qualification in IT, computing or engineering, or a level 3 digital apprenticeship.

Who supports this qualification?

This qualification is supported by the following trade associations:

- CompTIA

- The Tech Partnership

- UKITA (UK IT Association)

This qualification is supported by the following employers:

- BT

- Kaimai Research Ltd

- Prodigy Learning

Further information

The content in this qualification is complemented by and mapped to the following external specialist certifications:

- CompTIA Fundamentals
- CompTIA A+
- MTA 98-366 Networking Fundamentals
- MTA 98-367 Security Fundamentals

Further information about the qualification can also be accessed at:
http://qualifications.pearson.com/en/qualifications/btec-technicals/it-support.html