

IT Practitioner/Professional NVQ Level 1, 2 & 3

To achieve a full NVQ for IT Practitioner/Professional, learners must achieve a minimum total of unit values. These are:

- 40 UVs for a level 1 qualification
- 100 UVs for a level 2 qualification (130 points for ICT Apprenticeship with an outcome at level 2)
- 180 UVs for a level 3 qualification

At least 60% of the unit values of the award must be achieved at the level of the qualification. These values (rounded) are as follows:

- 25 for level 1
- 60 for level 2
- 110 for level 3

Unit numbers and values (points)						
Unit titles	L 1		L 2		L 3	
	Unit No	Pts	Unit No	Pts	Unit No	Pts
Health and safety in ICT and contact centres	101	5			301	30
Develop personal and organisational effectiveness	102	10	202	20	302	30
Customer care	103	10	203	20	303	30
Data analysis and data structure design			204	15	304	25
Interpersonal and written communication	105	5	205	15	305	30
Investigating and defining requirements			206	20	306	30
Managing software development					307	30
Quality management of ICT products and service					308	30
Remote support for products or services	109	10	209	20	309	30
Security for ICT systems	110	5	210		310	30
Software development – component creation			211	20	311	30
Software development – design			212	25	312	35
Software installation and upgrade	113	10	213	20	313	30
System management			214	15	314	30
System operation	115	10	215	20	315	30
Technical advice and guidance			216	15	316	30
Technical fault diagnosis	117	10	217	20	317	30
Technical fault remedy selection	118	5	218	15	318	25
Testing ICT systems	119	10	219	20	319	30
Using profile administration			220	15	320	25
Working with ICT hardware and equipment	121	10	221	20	321	30

Not currently available

Working at your own pace, you will build a portfolio of evidence of your competence, which will be assessed on an on-going basis by your ISIS learning advisor.

Contact ISIS for further information

putting people first

training

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Wide Bargate
Boston
Lincolnshire
PE21 6RF

01205
354171

Norwich
Union House
Silver Street
Lincoln
LN2 1EA

01522
532225

