

Communication Technology Practitioners NVQ Level 2

Description	For those who use communication technologies for different purposes in their day-to-day work roles. This NVQ is suited for those working as a Systems Analyst, Computer Game Designer, Telecommunications Technician and so forth.
Qualification overview	This NVQ award provides formal recognition of your job competence, reflecting on current practice and previous experience, leading to improvement and increased productivity in the workplace.
Timescale	3 to 6 months, dependant on the individual candidates circumstances.
Content	<p>Core units</p> <ul style="list-style-type: none">• Develop personal and organisational effectiveness 1• Develop personal and organisational effectiveness 2• Develop personal and organisational effectiveness 3• Develop personal and organisational effectiveness 4• Health and safety in ICT and contact centres 1• Health and safety in ICT and contact centres 3• Health and safety in ICT and contact centres 4• Health and safety in ICT and contact centres 5 <p>Optional Units</p> <ul style="list-style-type: none">• Customer care 1• Customer care 2• Customer care 3• Customer care 4• Customer care 5• Interpersonal and written communication 1• Interpersonal and written communication 2• Interpersonal and written communication 3• Interpersonal and written communication 4• Remote support for products or services 1• Remote support for products or services 2• Remote support for products or services 3• Remote support for products or services 4• Remote support for products or services 5• Data analysis and data structure design 2• Data analysis and data structure design 3• Investigating and defining requirements 2• Investigating and defining requirements 3• Investigating and defining requirements 4• Managing software development 3• Managing software development 4• Managing software development 5• Quality management of ICT products and services 3• Quality management of ICT products and services 4• Quality management of ICT products and services 5

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- Security of ICT systems 1
- Security of ICT systems 3
- Security of ICT systems 4
- Security of ICT systems 5
- Software development - component creation 2
- Software development - component creation 3
- Software development - design 2
- Software development - design 3
- Software development - design 4
- Software installation and upgrade 1
- Software installation and upgrade 2
- Software installation and upgrade 3
- Software installation and upgrade 4
- System management 2
- System management 3
- System management 4
- System management 5
- System operation 1
- System operation 2
- System operation 3
- System operation 4
- Technical advice and guidance 1
- Technical advice and guidance 2
- Technical advice and guidance 3
- Technical advice and guidance 4
- Technical advice and guidance 5
- Technical fault diagnosis 1
- Technical fault diagnosis 2
- Technical fault diagnosis 3
- Technical fault diagnosis 4
- Technical fault remedy selection 1
- Technical fault remedy selection 2
- Technical fault remedy selection 3
- Technical fault remedy selection 4
- Testing ICT systems 1
- Testing ICT systems 2
- Testing ICT systems 3
- Testing ICT systems 4
- User profile administration 2
- User profile administration 3
- User profile administration 4
- Working with ICT hardware and equipment 1
- Working with ICT hardware and equipment 2
- Working with ICT hardware and equipment 3
- Working with ICT hardware and equipment 4

Restricted Optional Units

- Determine the effective use of resources 5
- Delegate work to others 5

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- Internet and intranets 1
- E-mail 1
- Word processing software 1
- Evaluate projects 5
- Internet and intranets 2
- Internet and intranets 3
- E-mail 2
- E-mail 3
- Word processing software 2
- Word processing software 3
- Spreadsheet software 1
- Spreadsheet software 2
- Spreadsheet software 3
- Database software 1
- Database software 2
- Database software 3
- Website software 1
- Website software 2
- Website software 3
- Artwork and imaging software 1
- Artwork and imaging software 2
- Artwork and imaging software 3
- Presentation software 1
- Presentation software 2
- Presentation software 3
- Identify individual learning aims and programmes 3
- Agree learning programmes with learners 3
- Develop training sessions 3
- Enable learning through presentations 3
- Enable learning through demonstrations and instruction 3
- Enable individual learning through coaching 3
- Enable group learning 3
- Support learners by mentoring in the workplace 3
- Support and advise individual learners 3
- Monitor and review progress with learners 3
- Support competence achieved in the workplace 3
- Support the efficient use of resources 3
- Contribute to the selection of personnel for activities 3
- Contribute to the development of teams and individuals 3
- Lead the work of teams and individuals to enhance performance 3
- Respond to poor performance in your team 3
- Facilitate meetings 3
- Contribute to improvements at work 4
- Manage the change in organisational activities 4
- Manage the use of physical resources 4
- Manage the use of financial resources 4
- Select personnel for activities 4
- Develop teams and individuals to enhance performance 4
- Manage the performance of teams and individuals 4

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- Deal with poor performance in your team 4
- Chair and participate in meetings 4
- Prepare a project brief 5
- Identify strategic risk and evaluate options for minimising project risk 5
- Develop outline programmes or schedules for projects 5
- Specify activities for project schedules 5
- Review the progress of projects 5
- Develop strategic objectives for the project 5
- Identify and evaluate options for the project 5
- Prepare the business case for the project 5
- Develop operational objectives for the project 4
- Develop a detailed schedule for the project 4
- Identify perceived risks and evaluate options for their control 4
- Co-ordinate, monitor and control project schedules 4
- Control hand-over of responsibility for the project 4
- Ensure the completion of project activities 4

Awarding body The awarding body for this qualification is EDEXCEL

Assessment The units are available at three levels but it is possible that you could mix units from different levels in any one qualification.

Each unit is assigned a value according to its level and size and to achieve a full NVQ candidates must achieve a minimum total of Unit Values.

Candidates must complete 100 Unit Values to achieve a Level 2 qualification

Assessment takes place through direct observation within a work setting combined with inspection of supplementary evidence such as assignments, professional discussion, witness testimonies and work products

Contact us For more information please contact Mapalim on info@mapalim.com or by telephone on 020 7284 3215.

181-187 Queen's Crescent, London NW5 4DS
www.mapalim.com

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