

# Level 2 Diploma | Computer Engineering

 [www.elatt.org.uk/courses/computer-engineering](http://www.elatt.org.uk/courses/computer-engineering)



**6 - 12 Weeks**  
Duration



**6 - 12 Hours**  
Hours per week



**9.30am - 4.30pm**  
Daytime study



**6.00pm - 9.00pm**  
Evening study



**Online**  
Environment

## Course Content

- ▶ **Customer support provision:** learn professional customer support behaviours and practices
- ▶ **Install and configure ICT equipment and operating systems:** The aim of this unit is to introduce candidates to a range of ICT hardware equipment and software. Candidates will learn to install and configure hardware and software as part of this unit.
- ▶ **Install, Configure and Test ICT Networks:** The aim of this unit is to introduce candidates to the principles used in networking, candidates will explore a range of configurations as well as learn the principles of testing Network.
- ▶ **ICT Fundamentals/CISCO Essentials certificate:** The unit addresses a wide range of topics that introduce learners to the fundamental knowledge and skills of an entry-level IT professional including networking, security, virtualisation and desktop imaging and deployment. These include the ability to assemble components based on customer requirements, install, configure and maintain devices, PCs and software for end users and the ability to safely diagnose, resolve and document common hardware and software issues. Learners will also develop the skills needed to provide appropriate customer support. This unit covers both parts of the content of CompTIA A+.

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## Requirements and Qualifications

### Entry Requirements

- ▶ English: Entry 3 (Speaking, Listening, Reading, Writing)
- ▶ IT: Basic Skills
- ▶ Please bring your prior qualification certificates with you to your first Assessment meeting.
- ▶ If you don't have your certificates, we'll ask you to complete a short English and IT assessment so that we can make sure you're ready for this course. Find out more about the application process at [elatt.org.uk/about/our-training](http://elatt.org.uk/about/our-training)

### Awarding Body

- ▶ City & Guilds

### Qualifications

- ▶ Diploma in ICT Systems and Principles for IT Professionals Level 2

# Level 3 Diploma | Computer Engineering

 [www.elatt.org.uk/courses/computer-engineering](http://www.elatt.org.uk/courses/computer-engineering)



**12 - 24 Weeks**  
Duration



**6 - 12 Hours**  
Hours per week



**9.30am - 4.30pm**  
Daytime study



**6.00pm - 9.00pm**  
Evening study



**Online**  
Environment

## Course Content

- ▶ **Customer support provision for the ICT professional:** You will learn how to record and log customer support requirements, existing hardware and software resources, and identify customer needs in the IT industry.
- ▶ **Word processing software:** The aim of this unit is to introduce some of the Network Management and security: This unit will enable the candidate to configure, manage and troubleshoot the performance of Computer Network.
- ▶ **ICT systems and network management:** This unit will enable the learner to monitor and control the operation of IT systems (stand-alone, peer-to-peer, client). Learners will also gain knowledge of wide area, metropolitan and global networks.
- ▶ **Securing ICT Systems and networks:** Learners will gain theoretical understanding of concepts and procedures for securing both ICT systems and networks. They will learn to identify risk and how to participate in risk mitigation activities, provide infrastructure, application, operational and information security and apply security controls to maintain confidentiality, integrity and availability. In addition, learners will gain knowledge of applicable policies, laws and regulations and the implications of these to their activities.
- ▶ **Install and configure a server:** This unit develops in learners the knowledge and skills required to build, maintain, troubleshoot and support server hardware and software technologies.
- ▶ **IT security fundamentals:** This unit has been designed to help a learner build an understanding of these topics: Security Layers, Operating System Security, Network Security, Security Software.

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# Level 3 Diploma | Computer Engineering

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## Requirements and Qualifications

### Entry Requirements

- ▶ English: Entry 3 (Speaking, Listening, Reading, Writing)
- ▶ IT: Basic Skills
- ▶ Please bring your prior qualification certificates with you to your first Assessment meeting.
- ▶ If you don't have your certificates, we'll ask you to complete a short English and IT assessment so that we can make sure you're ready for this course. Find out more about the application process at [elatt.org.uk/about/our-training](http://elatt.org.uk/about/our-training)

### Awarding Body

- ▶ City & Guilds

### Qualifications

- ▶ Diploma in ICT Systems and Principles for IT Professionals Level 3