September - July
DURATION

12 Hours
HOURS PER WEEK

9.30am - 4.30pm
DAYTIME HOURS

In Person Classes
ENVIRONMENT

What you will learn

▸ Install and configure computer hardware and software systems.

▸ Understand the principles of computer networks and connectivity.

▸ Apply **preventive maintenance** techniques to devices and systems.

▸ Identify and respond to **cybersecurity threats** and system vulnerabilities.

▸ Learn how to **troubleshoot IT issues** and provide technical support.

▸ Gain confidence in using industry tools and understanding system performance.

Entry Requirements

▸ Age 16–19, or 19+ with an active Education, Health and Care Plan (EHCP).

▸ Good basic knowledge of how to use a computer.

▸ Comfortable using the internet, downloading files, and using Word or similar tools.

▸ Entry Level 3 to Level 1 English preferred.

ELATT: Registered Company No: 1812908; Registered Charity 299186
260 Kingsland Road, London E8 4DG | Tel: 0800-0420-184 | www.elatt.org.uk
Course details are correct at the time of publication but are subject to change

September - July
DURATION

12 Hours
HOURS PER WEEK

9.30am - 4.30pm
DAYTIME HOURS

In Person Classes
ENVIRONMENT

What you will learn

▸ Understand and apply **ICT customer support processes** by logging user needs and offering technical assistance.

▸ Learn about **data and system security**, including cryptographic methods to protect ICT systems.

▸ Master **advanced word processing** tools to create professional documents.

▸ Assist in **technical fault diagnosis** by following structured procedures.

▸ Plan, run, and evaluate tests on **ICT systems and networks** using standard testing methods.

▸ Maintain ICT equipment, networks, and multi-user systems to ensure functionality and reliability.

▸ Install, configure, and upgrade both standalone and networked **operating systems and software**.

▸ Understand essential **health and safety practices** in engineering environments, including legislation and risk assessment.

Entry Requirements

▸ A Level 2 qualification in IT, Computer Engineering, or a related subject.

▸ A strong interest in technology and problem-solving.

▸ Good knowledge on how to use a computer, using the internet for research and downloading basic files from websites, using word to create documents.

City& Guilds APPROVED CENTRE

Ofsted Outstanding Training provider 2014|2015

elatt
The Learning Community