



# Syllabus

## ICT Associate Professional Network Engineer

Date: Jan 2018  
Document Reference: FIT-SNE-020  
Revision: 01.06

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### **ICT Associate Professional Network Engineer Apprenticeship**

**Date: January 2018**

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#### **Revision History**

##### **Version 01.06**

- Specification of the version of CompTIA Network.

##### **Version 01.05**

- Corrections to instances of Module 08 on Page 4,11, & 14.

##### **Version 01.04**

- Semester 1 used to reflect just the Level 5 module, it now reflects the full-time education period (which includes some L6 modules). Adjust tables and narrative accordingly.
- Modify the tables to reflect changes regarding the dates of holiday weeks.
- Modify section 9.2 to reflect availability at all ETBs according to a published schedule.
- Revise Module 08 from level 5 to level 6.

#### **Purpose of this document**

This purpose of this document is to provide a comprehensive overview of the ICT Associate Professional Network Engineer programme. It describes programme access, content, schedules, certification and governance inter alia. The intended audience is the ETBs, Employers, Apprentices and other stakeholders in the process.

## Contents

<b>1.</b>	<b>Introduction.....</b>	<b>3</b>
1.1	Apprenticeships.....	3
1.2	Programme Design.....	3
1.3	Roles.....	3
1.4	Governance.....	3
<b>2.</b>	<b>AWARD TITLE, LEVEL AND CERTIFICATION .....</b>	<b>4</b>
2.1	Overall Award.....	4
2.2	Module Certification.....	4
<b>3.</b>	<b>PROGRAMME AIM AND OBJECTIVES .....</b>	<b>5</b>
3.1	Aim.....	5
3.2	Objectives.....	5
<b>4.</b>	<b>PROGRAMME STRUCTURE .....</b>	<b>6</b>
4.1	Semester purpose and scope .....	6
<b>5.</b>	<b>SCHEDULE .....</b>	<b>8</b>
<b>6.</b>	<b>INDICATIVE PROGRAMME CONTENT .....</b>	<b>10</b>
<b>7.</b>	<b>ASSESSMENT .....</b>	<b>14</b>
<b>8.</b>	<b>PROGRAMME ACCESS AND ENTRY REQUIREMENTS .....</b>	<b>15</b>
8.1	Access to the Apprenticeship Programmes .....	15
8.2	Entry Requirements.....	15
<b>9.</b>	<b>CONTACT INFO. / NATIONAL AVAILABILITY .....</b>	<b>16</b>
9.1	Contact Information.....	16
9.2	National Availability .....	16

## 1. INTRODUCTION

### 1.1 Apprenticeships.

Apprenticeships are an exciting and proven way for employers to develop talent for their company and industry. Apprenticeships are designed by industry-led groups to support growth and competitiveness. Apprentices earn while they learn, and build valuable work-ready skills in a chosen occupation. Apprenticeships open up exciting and rewarding careers, with learning grounded in the practical experience of undertaking a real job. Helping more people discover and develop their talents through training is at the heart of the national apprenticeship system. Helping people find opportunity through the acquisition of tech skills is at the heart of FIT's mission and we warmly welcome you to take part in this journey with our support and encouragement.

### 1.2 Programme Design.

The ICT Associate Professional Network Engineer Apprenticeship is a two-year programme designed for those who have recently completed second level education or mature learners who are seeking to retrain. It is a dual-education programme involving both college-based and workplace learning. The college-based learning is state-funded and Apprentices receive a salary from their employer while on the programme. The programme provides learners with the theoretical and practical skills required to secure and retain employment as computer networking specialists.

### 1.3 Roles.

A network specialist designs, installs, maintains and supports communication networks within and between organisations. Network specialists maintain high levels of network availability in order to provide maximum performance for their users (colleagues, clients, customers, suppliers etc.). They understand network topologies, cloud services, network administration and monitoring tools. They are able to give technical advice and guidance. Typical job titles for people with this skillset include: Network Engineer, Network Technician, Network Specialist, Systems Engineer, Network Administrator or Network Support.

### 1.4 Governance.

This two-year programme has been developed by FIT Ltd., which is the Coordinating Provider. FIT is an industry led not-for-profit organisation that develops and provides innovative education and training programmes and career pathways into the tech sector. As Coordinating Provider FIT is responsible for the operation and quality assurance of the ICT Apprenticeship Programmes. FIT works closely with its training delivery partners (the ETBs), employers, and regulators (QQI & SOLAS) to ensure that the ICT Apprenticeships meet the needs of all stakeholders.

## 2. AWARD TITLE, LEVEL AND CERTIFICATION

The programme is a composite of C&G modules and industry modules combined with workplace assessments. Successful completion of each module is separately certified, but successful completion of all modules in the programme results in a major award at Level 6 on the National Framework of Qualifications (NFQ).



### 2.1 Overall Award.

#	Title	NFQ Level	Awarded by
1	<b>Advanced Certificate in Computer Networking</b>	6	QQI
2	<b>ICT Associate Professional Network Engineer</b>	N/A	FIT

### 2.2 Module Certification

#	Qualification	NFQ Level	Awarded by
	<b>Diploma for ICT Systems and Principles for IT Professionals 7540-13 QAN: 501/0277/1</b>	5	C&G
1.	Customer Support Provision for the ICT Professional	5	C&G
2.	Networking Principles	5	C&G
3.	Testing ICT Systems	5	C&G
4.	Principles of ICT Systems & Data Security	5	C&G
5.	Implementing and maintaining cloud technologies and infrastructure	5	C&G
6.	ICT systems and network management	5	C&G
7.	Health & Safety in the Workplace	5	C&G
	<b>Diploma for ICT Professionals - Systems and Principles 7630-04 QAN: 600/6124/8</b>		
8.	Implementing an ICT System Security Policy	6	C&G
9.	Network Operating Systems NOS	6	C&G
10.	Networking Technologies	6	C&G
11.	Internet Server Management	6	C&G
12.	IT Virtualisation	6	C&G
13.	Project Management	6	C&G
14.	Effective Communication in Business	6	C&G
15.	Systems Development	6	C&G
16.	Personal and Professional Development	6	C&G
17.	<b>Workplace Assessment</b>		
18.	Application of Skills in the Workplace (Y1)	5	FIT
19.	Application of Skills in the Workplace (Y2)	6	FIT
	<b>Industry Certification (CompTIA)</b>		
20.	CompTIA A (901)	N/A	CompTIA
21.	CompTIA A (902)	N/A	CompTIA
22.	CompTIA Network+ N10-007	N/A	CompTIA
	<b>Award for Professional Recognition (Information Technology) 9200-01 Accreditation no. 600/6016/6</b>		
23.	Professional Recognition Award Standards 1-6	6	C&G

### 3. PROGRAMME AIM AND OBJECTIVES

#### 3.1 Aim.

The aim of the ICT Associate Professional Network Engineer Apprenticeship programme is to enable the learner to secure and retain employment in a computer networking role. The learner should be able to combine technical, communications, project management and personal development skills to meet the requirements of the employer and should be able to act autonomously or as part of a team as the occasion demands.

#### 3.2 Objectives.

The expected outcome is that the learner will be able to:

- Install, configure, troubleshoot and maintain a network operating system.
- Understand the principles and components involved in computer networking.
- To design, implement and support new and existing computer network installations.
- Manage and secure internet servers.
- Understand virtual environments as an option to more traditional computing. Implement and manage virtualisation environments (desktop and server).
- Use the principles of project management to set up new projects. Mitigate for risks and develop their skills in using management tools to monitor and review projects.
- Understand the importance of effective communication: written, verbal and non-verbal, in a business environment. Learners will understand why effective communication is critical for businesses and will be able to use different types of communication methods suitable for specific purposes.
- Understand the systems development life cycle. Using a project approach, learners will explore the stages in detail, gathering and analysing customer requirements, designing an IT solution, and planning its testing and implementation. Learners will identify the various stakeholder perspectives to ensure that the solution meets requirements and that the wider implications are considered.
- Use different methods and resources available to them to help them plan for their personal and professional development. They will learn how to identify factors that may affect targets or goals, prioritise actions and how feedback from others can be utilised to aid their development and career progression. They will be able to develop a plan which can either be used during a course of study or as a tool for their future/current career path.
- Demonstrate the advanced learning associated with industry-recognised certifications such as CompTIA A + and CompTIA Network+ N10-007.

## 4. PROGRAMME STRUCTURE

The programme is presented in four semesters:



The first Semester is spent in full-time education through a nominated ETB. The following two semesters involve spending 2 days per week on college day-release and 3 days working with an employer. The final Semester will involve 4 days working with the employer and 1 college day-release per week.

### 4.1 Semester purpose and scope

Semester No.	Purpose and scope
Semester 1. <b>Laying the Foundation.</b>	Semester 1 involves college day-release undertaking all of the L5 C&G Technical modules and the first 3 of the L6 modules. This is a period of full-time instructor-led classroom training. The purpose of this semester as the title suggests, is to “lay the foundation” for the technical knowledge that learners will rely on in Semester 2. It will also help learners to “find their feet” and be introduced to fellow Apprentices, and tutors.
Semester 2. <b>Introducing the Workplace.</b>	In Semester 2 the college day-release reduces to 2 days per week with the remaining 3 days being spent in the workplace. Learners will be undertaking the remainder of the L6 C&G Technical Modules as well as commencing the Industry Certification (CompTIA modules). The learning undertaken in the workplace will be guided by the tasks outlined in the “Application of Skills in the Workplace” which involves completing a Learner Logbook recording the learner’s mentored tasks. During this time the learner will also start to gather evidence for the Professional Recognition Award – PRA (but this will not be finalised until the last Semester.)

	<p>The purpose of this stage is to integrate learners into the workplace setting, to introduce the learner to their mentors, and to start applying acquired knowledge and skills. This stage builds on the technical learning undertaken in Stage 1, and moves to a higher level learning at Level 6. The college day-release will enable learners to “re-group” in a familiar setting, share workplace experiences and discuss technical matters with tutors.</p>
<p>Semester 3. <b>Consolidation.</b></p>	<p>The third Semester continues the model of 2-day college release / 3 days in the workplace. The difference in this semester is that the L6 C&amp;G technical modules will have been completed. The Industry certification and the Applied Learning in the Workplace will continue during this stage as will the evidence gathering for the PRA.</p> <p>The purpose of this semester is to enable learners to focus on consolidating theoretical learning by continuing to apply skills in the workplace. As in Semester 2, the college day-release will provide a continuing opportunity for engaging with peers and tutors.</p>
<p>Semester 4. <b>Preparation for Autonomy.</b></p>	<p>The final semester involves 1 day per week on college day-release, and 4 days in the workplace. Workplace learning will again be based on the Applied Learning in the Workplace and learners will be required to write up their submission for the PRA.</p> <p>The final semester will assist learners to adapt to full-time employment with more autonomy. There will still be one day per week to engage with peer groups and tutors. During this semester, the learner’s future path will become clearer. It may be that the employer is indicating that the learner will be offered a role with them upon completion of the Apprenticeship, or if not the learner will be facilitated to seek alternate employment or further training at the end of the programme. This semester provides the opportunity to address issues of further education or supports to secure alternate employment where necessary.</p>

## 5. SCHEDULE

The programme schedule is laid out in tabular form below. This detail provides you with a breakdown of each semester into the modules that it contains. Each of the modules is assessed after it has been completed. This allows you to measure your progress as you work through the overall programme. The teaching and learning methodology is a combination of classroom instruction and workplace mentoring.

Note: The schedule below is approximate. In particular, holiday weeks may differ from those represented below. Programme start dates, public holidays, Christmas and Easter breaks, local variations in module delivery sequence etc. will mean that schedules are likely to differ from one instance of the programme to another.

Semester	Module	Lecture / Lab Duration (Weeks)	Week Beginning
<i>5-Day College Release</i>			
1	M01 - L5 Customer Support Provision for the ICT Professional	2.0	1
1	M02 - L5 Networking Principles	2.4	3
1	M03 - L5 Testing ICT Systems	1.9	5
1	M04 - L5 Principles of ICT Systems & Data Security	2.6	7
1	M05 - L5 Implementing and maintaining cloud technologies and infrastructure	3.4	10
1	Holiday Week 1	1.0	13
1	M06 - L5 ICT systems and network management	3.7	14
1	M07 - L5 Health & Safety in the Workplace	1.9	18
1	M08 - L6 Implementing an ICT System Security Policy	1.8	20
1	M09 - L6 Network Operating Systems NOS	1.9	22
1	M10 - L6 Networking Technologies	1.9	24
1	Holiday Week 2	1.0	26
<i>2-Day College Release</i>			
2	M11 - L6 Internet Server Management	4.8	27
2	M12 - L6 IT Virtualisation	4.8	31
2	Holiday Week 3	1.0	36
2	M13 - L6 Project Management	4.0	37
2	M14 - L6 Effective Communication in Business	3.2	41
2	Holiday Week 4	1.0	44
2	M15 - L6 Systems Development	4.8	45
2	M16 - L6 Personal and Professional Development	2.0	50
2	Assessment Finalisation	1.3	52
2	M17 - L6 Application of skills in the workplace (Y1)	26	27

3	M19 - L6 CompTIA A (901)	7.2	53
3	M20 - L6 CompTIA A (902)	7.2	60
3	Holiday Week 5	1.0	68
3	M22 - L6 PRA S1	0.50	69
3	M23 - L6 PRA S2	0.50	69
3	M25 - L6 PRA S4 Professional Development	0.50	69
3	M26 - L6 PRA S5	0.50	70
3	M27 - L6 PRA S6	0.50	70
3	M21 - L6 CompTIA Network+ N10-007	6.40	72
3	Holiday Week 6	1.00	77
3	M18 - L6 Application of skills in the workplace (Y2)	23.3	53
	<i>1-Day College Release</i>		
4	M21 - L6 CompTIA Network+ N10-007	19.2	78
4	Holiday Week 7	1.0	97
4	M22 - L6 PRA S1	1.0	98
4	M23 - L6 PRA S2	1.0	99
4	M24 - L6 PRA S3	1.0	100
4	M25 - L6 PRA S4	1.0	101
4	M27 - L6 PRA S6	1.0	102
4	Assessment Finalisation	1.3	103
4	Holiday Week 8	1.0	104
4	M18 - L6 Application of skills in the workplace (Y2)	25.5	78

## 6. INDICATIVE PROGRAMME CONTENT

The following table provides a synopsis of the content of each module.

Semester	Module	Aim
1	M01 - L5 Customer Support Provision for the ICT Professional	This module will enable the learner to provide technical customer support and understand the processes involved in improving the way in which customers use networked ICT systems
1	M02 - L5 Networking Principles	This module is aimed at learners gearing towards support roles where network operations and troubleshooting are fundamental to the job role.
1	M03 - L5 Testing ICT Systems	This module will enable the learner to plan, select and implement IT system tests. Learners will be able to devise standard testing procedures for stand-alone and networked systems using existing test hardware and software; they will also be able to select and apply test procedures for particular situations, compare the results with benchmarks and make recommendations for further action.
1	M04 - L5 Principles of ICT Systems & Data Security	This module develops an understanding of the types of threat to ICT systems and data and methods of protecting against them. It also covers an understanding of the applications of cryptography to ICT systems and data.
1	M05 - L5 Implementing and maintaining cloud technologies and infrastructure	Learners will gain basic knowledge of the Cloud computing principles and concepts and their role in businesses. They will develop knowledge and some understanding of how cloud services are adopted by businesses.
1	M06 - L5 ICT systems and Network Management	This module will enable the learner to monitor and control the operation of IT systems (stand-alone, peer-to-peer, client server wireless LAN). Learners will also gain knowledge of wide area, metropolitan and global networks.
1	M07 - L5 Health & Safety in the Workplace	The aim of this module is to provide learners with the knowledge and understand to work safely in the workplace. They will gain an understanding of legislation, the control of hazards, reporting procedures for accidents and incidents and be able to a carry out a risk assessment.
1	M08 - L6 Implementing an ICT System Security Policy	This module will provide the learner with the basic knowledge and principles to implement a security policy on data networks and computer systems. Learners will be able to understand the practical steps a network/system administrator can take to mitigate the threats to the network and the consequent effects of any attacks. Additionally, learners will be able to understand the business implications of network and system downtime resulting from attacks on computer systems.

1	M09 - L6 Network Operating Systems NOS	The purpose of this module is to provide learners with the understanding and skills needed to install, configure, troubleshoot and maintain a network operating system.
1	M10 - L6 Networking Technologies	The purpose of this module is to provide learners with an understanding of the principles and components involved in computer networking. Learners will develop their skills to be able to design, implement and support new and existing computer network installations.
2	M11 - L6 Internet Server Management	The aim of this module is to enable and develop learners' skills in managing and securing internet servers. On completion of this module, learners will be better prepared to pursue a career in server support and server management.
2	M12 - L6 IT Virtualisation	The aim of this module is to provide learners with an understanding of virtual environments as an option to more traditional computing. Learners will understand virtual servers and desktop environments and develop their skills to design, implement and manage virtualisation environments, on completion of this module learners will have a deeper understanding of the importance and relevance of virtualisation and be better prepared to pursue a career in this field.
2	M13 - L6 Project Management	The purpose of this module is to provide learners with an understanding of the principles of project management, and how projects are set up. Learners will gain an understanding of how to mitigate for risks and develop their skills in using management tools to monitor and review projects.
2	M14 - L6 Effective Communication in Business	The purpose of this module is to provide learners with an understanding of the importance of effective communication, written, verbal and non-verbal, in a business environment. Learners will understand why effective communication is critical for businesses and will be able to recommend different types of communication methods suitable for specific purposes.
2	M15 - L6 Systems Development	The purpose of this module is to provide learners within an understanding of the systems development life cycle. Using a project approach, learners will explore the stages in detail, gathering and analysing customer requirements, designing an IT solution, and planning its testing and implementation. Learners will identify the various stakeholder perspectives to ensure both that the solution meets requirements and that the wider implications are considered.  Learners will develop practical skills in the use of the various tools and techniques associated with the various methodologies for systems development.
2	M16 - L6 Personal and Professional Development	The purpose of this module is to provide learners with an understanding of the different methods and resources available to them to help them plan for their personal and professional development. They will learn how to identify factors that may

		<p>affect targets or goals, prioritise actions and how feedback from others can be utilised to aid their development and career progression. They will be able to develop a plan which can either be used to progress to a course of study or as a tool for their future/current career path.</p> <p>17. &amp; 18. L6 Application of Skills in the Workplace</p>
2	M17 - L6 Application of skills in the workplace (Y1)	<p>Learners will be provided with assignments which will allow them to apply their theoretical learning to workplace environments. Learners will update their Learner Logbook documenting the execution of the assignments.</p> <p>The assignments are mentored and run in parallel with Lecture/Lab modules.</p>
3	M19 - L6 CompTIA A (901)	CompTIA A+ 220-901 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues.
3	M20 - L6 CompTIA A (902)	CompTIA A+ 220-902 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing and operational procedures.
3	C&G Professional Recognition Award.	The C&G Professional Recognition Awards are designed to recognise experiential learning in the workplace. Recognition is based on meeting six standards.
3	M22 - L6 PRA - S1	Commitment to Professional Standards. (Apply professional standards to own working practice).
3	M23 - L6 PRA - S2	Communication and Information Management. (Respond to the needs of a target audience by communicating in a form and manner which is appropriate to the task)
3	M24 - L6 PRA - S3	Leadership. (Display appropriate leadership skills in own area of responsibility)
3	M25 - L6 PRA - S4	Professional Development. (Analyse own performance and identify areas for improvement)
3	M26 - L6 PRA - S5	Working with others. (Constructively work with others to achieve set goals).
3	M27 - L6 PRA - S6	Managing customer relationships. (Assess who the customer is and what the customer expects).
3	M21 - L6 CompTIA Network+ N10-007	CompTIA Network+ N10-007 covers the configuration, management, and troubleshooting of common wired and wireless network devices. Also included are emerging technologies such as

		unified communications, mobile, cloud, and virtualization technologies.
3	M18 - L6 Application of skills in the workplace (Y2)	Learners will be provided with assignments which will allow them to apply their theoretical learning to workplace environments. Learners will update their Learner Logbook documenting the execution of the assignments.  The assignments are mentored and run in parallel with Lecture/Lab modules.
4	M21 - L6 CompTIA Network+ N10-007	CompTIA Network+ N10-007 covers the configuration, management, and troubleshooting of common wired and wireless network devices. Also included are emerging technologies such as unified communications, mobile, cloud, and virtualization technologies.
	<b>C&amp;G Professional Recognition Award.</b>	The C&G Professional Recognition Awards are designed to recognise experiential learning in the workplace. Recognition is based on meeting six standards.
4	M22 - L6 PRA - S1	Commitment to Professional Standards. (Apply professional standards to own working practice).
4	M23 - L6 PRA - S2	Communication and Information Management. (Respond to the needs of a target audience by communicating in a form and manner which is appropriate to the task)
4	M24 - L6 PRA - S3	Leadership. (Display appropriate leadership skills in own area of responsibility)
4	M25 - L6 PRA - S4	Professional Development. (Analyse own performance and identify areas for improvement)
4	M26 - L6 PRA - S5	Working with others. (Constructively work with others to achieve set goals).
4	M27 - L6 PRA - S6 -	Managing customer relationships. (Assess who the customer is and what the customer expects).
4	M18 - L6 Application of skills in the workplace (Y2)	Learners will be provided with assignments which will allow them to apply their theoretical learning to workplace environments. Learners will update their Learner Logbook documenting the execution of the assignments.  The assignments are mentored and run in parallel with Lecture/Lab modules.

## 7. ASSESSMENT

Programme elements are assessed in different ways. Essentially, there are 5 types of assessment.

1. **Prescribed Assignments.** All the C&G Module Level 5 modules are assessed by way of prescribed assignments. These are assignments developed and provided by C&G.
2. **Centre Devised Assignments.** There are no prescribed C&G assessments for the Level 6 C&G modules. Instead, centres will develop assessments based on their delivery of the module in question. City & Guilds has produced detailed assessment guidance for the Level 6 modules assessed by centre devised assignments. Exemplar assignments are also provided by C&G for some modules which centres may use as is, or tailor to suit local circumstances. Centre devised assignments are approved by the C&G Qualifications Consultant (QC) before use.
3. **Industry Prescribed Assessment.** The industry modules for Computer Networking are CompTIA modules. These are assessed by means of prescribed assessments developed by CompTIA itself.
4. **Portfolio of Evidence.** The Professional Recognition Award requires learners to compile a portfolio of evidence to demonstrate how they have met the six standards at the appropriate level. The six standards are based around the following topics:
  1. Commitment to Professional Standards
  2. Communication and Information Management
  3. Leadership
  4. Professional Development
  5. Working with Others
  6. Managing Customer Relationships.
5. **Learner Logbook.** The Application of Skills in the Workplace modules are assessed by means of an online Learner Logbook that demonstrates how you have applied theoretical learning in your workplace. Your workplace mentor signs-off on the tasks recorded in your Logbook, and this is independently reviewed.

### Assessment Type

#	Module	Assessment
1.	Modules 1-7 (C&G Level 5)	Assignment (C&G Prescribed)
2.	Modules 8-16 (C&G Level 6)	Assignment (Centre Devised)
3.	Modules 17-18 (Application of skills in the workplace)	Online Learner Logbook.
4.	Modules 19-21 (CompTIA)	CompTIA
5.	Modules 22-27 (C&G Professional Recognition Award)	Portfolio.

## 8. PROGRAMME ACCESS AND ENTRY REQUIREMENTS

Access to the Apprenticeships Programme and the entry requirements are fully described in the document entitled Access, Transfer and Progression (Doc. Ref: FIT-ATP-001) available from FIT and published on the FIT website.

However, a synopsis is provided below for information.

### 8.1 Access to the Apprenticeship Programmes

FIT recruits Apprentices who express an interest in joining the programme. In the first instance, the learner makes an application to FIT. This application is subject to approval by SOLAS (as the regulatory authority for registration of Apprentices). Applicants will be required to meet the entry requirements (below). Once registration has been successfully completed, FIT will organize interviews between the applicants and prospective host employers who will provide the mentored work placement opportunity to the applicant.

The employer will select the applicant(s) to whom they will offer placement. This decision is exclusively made by the employer and FIT has no role in influencing that decision.

### 8.2 Entry Requirements

**Minimum entry requirements are as follows.**

Applicants:

- Will be required to complete an initial aptitude test.
- Must be 18 years or older.
- Must have achieved a passing grade in 5 or more subjects (to include Maths and English) at Ordinary Level in the Leaving Certificate. For those who may not hold this certification, equivalence may be decided through the Recognition of Prior Learning procedure described above.

Skills and Attributes.

Applicants:

- Must be numerate and literate.
- Have good learning skills.
- Be interest in technology and customer service.
- Have the ability to absorb product knowledge.
- Be motivated and analytical.
- Possess good communication skills, pleasant personality, be determined to succeed, have an even temperament and excellent interpersonal skills.
- Be able to work as a team member, be adaptable and flexible.

## 9. CONTACT INFO. / NATIONAL AVAILABILITY

The Apprenticeship programmes may commence at any point during the calendar year depending on a wide range of factors affecting delivery and placement. Programmes typically comprise classes of 15-20 apprentices. The frequency of programmes and the selected locations will be related to regional demand from employers for ICT Associate Professional Network Engineer Apprentices.

### 9.1 Contact Information.

Contact FIT for information on upcoming programmes and for application related information. Helping people to find opportunity through the acquisition of tech skills is at the heart of FIT's mission and we warmly welcome you to explore this opportunity with our support and assistance.

FIT Contact Information:

<b>Dublin Office</b>	<b>Cork Office</b>
<p>FIT Ltd 7A Bellevue Industrial Estate Glasnevin Dublin 11</p> <p>Tel: 01 8825570 Email: info@fit.ie</p>	<p>FIT Ltd Unit 2C Donnybrook Commercial Centre Donnybrook Douglas Cork</p> <p>Tel: 021 2428755 Email: info@fit.ie</p>

### 9.2 National Availability

It is intended that the programme will ultimately be run at all 16 ETBs nationwide although some ETBs will offer the programme before others.

Please contact FIT for details of the rollout schedule for individual ETBs.