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# BTEC Intermediate Award in IT Service and Support

This intermediate level award is for new and developing IT service and support personnel who support customers by telephone, email or in person.

It provides an entry-level certification that develops and recognises vital service and support skills in an IT environment.

- Time in role: 3 – 12 months
- Course duration: 2 – 3 months
- Assessed through observation, discussion, manager's testimony, questioning
- Supported through e.learning and optional in-company workshops

The award is based on recognised occupational standards and is jointly certificated by Best Practice and Edexcel – the leading awarding body for vocational qualifications.

It provides a stepping stone to higher level certificates such as the BTEC Intermediate Certificate in IT Service and Support.

To achieve this award, candidates complete a total of *two* units.

Mandatory Units
1 Deliver effective IT service and support
2 Give customers a positive impression of yourself and your organisation

## Highlights

- Based on recognised occupational standards
- 60 – 90 minutes per week study & preparation time
- Develops skills and professional standards
- Assessed in the workplace by experienced assessors
- No written exams or tests

## Best Practice Training & Development Ltd

t +44 (0)1923 225225  
f +44 (0)1923 224100  
info@bestpractice.uk.com  
www.bestpractice.uk.com

