

# › UNLOCK THE FUTURE WITH DIGITAL CONFIDENCE

A guide to our digital  
and IT qualifications  
and apprenticeships





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# INTRODUCTION

Digital, IT and emerging technology skills are integral to every aspect of modern life and work – driving industries, fuelling innovation and enabling people to work smarter, solve problems and manage everyday tasks with ease.

Our digital qualifications and apprenticeships, developed in collaboration with employers and industry experts, support learners at every stage – from building strong foundations to progressing towards a career in tech. With a focus on practical, real-world application, they prepare learners to use technology confidently and adapt to new tools, platforms and emerging technologies

Through clear progression pathways, learners gain the skills and confidence needed to succeed and thrive in an increasingly digital world.



## By choosing City & Guilds, you gain access to:

- A vast library of qualification materials and resources
- Support from our team of industry and technical experts
- Guidance on curriculum planning, delivery, funding updates, and quality assurance

Join us in shaping the future of the digital sector and developing the skilled professionals needed to meet the industry's evolving needs.





# DIGITAL AND IT APPRENTICESHIPS

Our digital apprenticeships are available in England for learners aged 16 and above – with no upper age limit.

Through direct learning from experienced professionals in genuine work settings, apprentices acquire practical, career ready skills while earning a competitive salary. For employers, they provide an opportunity to nurture and grow the next generation of talent.

City & Guilds has delivered the highest number of Ofqual-regulated apprenticeship assessments, according to official regulator statistics. With over 100,000 EPAs completed across multiple standards and a 90% pass rate, we're here to help your learners achieve success the first time.

## Learning resources to support apprenticeships

### Apprenticeship training manuals

We offer a comprehensive range of apprenticeship training manuals designed to support apprentices throughout the on-programme phase. Each manual includes practical tasks to aid progression, along with signposted opportunities to develop and demonstrate essential soft skills, behaviours, and core maths and English competencies.

Our manuals also feature appraisal documentation for annual reviews, helping ensure structured feedback and continuous improvement. Available for all our apprenticeship standards, these resources can be purchased and accessed via SmartScreen – our dedicated tutor and learner support platform.

› [Find out more](#)





## AI and Data

### Apprenticeships

| Standard                                      | EPA                                    | Apprenticeship training manual |
|-----------------------------------------------|----------------------------------------|--------------------------------|
| Level 3 Data Technician ST0795                | Data Technician (9665-12)              | Yes                            |
| Level 4 Data Analyst ST0118                   | Data Analyst ST0118                    | Yes                            |
| Level 4 Business Analyst ST0117               | Level 4 Business Analyst ST0117        | In development                 |
| Level 4 AI and Automation Practitioner ST1512 | New apprenticeship assessment now live |                                |

## Hardware, network, cloud & infrastructure

### Apprenticeships

| Standard                                                                                                                                           | EPA                                                                                                                                                                                                                                      | Apprenticeship training manual |
|----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Level 3 Information Communication Technician ST0973<br><br>(Support Technician, Network Technician and Digital Communications Technician pathways) | Information Communication Technician – Support Technician (9602-12)<br><br>Information Communication Technician – Network Technician (9602-13)<br><br>Information Communication Technician – Digital Communications Technician (9602-14) | Yes                            |
| Level 3 Digital Support Technician ST0120<br><br>(Digital Applications Technician and Digital Service Technician pathways)                         | Digital Support Technician – Digital Applications Technician (9703-12)<br>Digital Support Technician – Digital Service Technician (9703-13)                                                                                              | Yes                            |
| Level 4 Network Engineer ST0127                                                                                                                    | Network Engineer (9601-12)                                                                                                                                                                                                               | Yes                            |

## Hardware, network, cloud & infrastructure

### Apprenticeships

| Standard                                       | EPA                                       | Apprenticeship training manual |
|------------------------------------------------|-------------------------------------------|--------------------------------|
| Level 3 Software Development Technician ST0128 | Software Development Technician (9704-12) | In development                 |
| Level 4 Software Developer ST0116              | Software Developer (9600-12)              | Yes                            |



## Digital marketing

### Apprenticeships

| Standard                              | EPA                              | Apprenticeship training manual |
|---------------------------------------|----------------------------------|--------------------------------|
| Level 3 Multi-channel Marketer ST1031 | Multi-channel Marketer (9610-12) | Yes                            |

## Software development

### Apprenticeships

| Standard                                                                             | EPA                                                                                                                                | Apprenticeship training manual |
|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Level 4 Cyber Security Technologist ST1021                                           | Cyber Security Technologist – Cyber Security Engineer (9661-12)                                                                    | Yes                            |
| (Cyber Security Engineer, Cyber Risk Analyst, Cyber Defender and Responder pathways) | Cyber Security Technologist – Cyber Risk Analyst (9661-13)<br>Cyber Security Technologist – Cyber Defender and Responder (9661-14) |                                |

› [View our digital and IT apprenticeships on our website](#)



# APPRENTICESHIP REFORM

As Skills England continues to revise and release new standards and apprenticeship assessment plans, City & Guilds is actively reviewing these updates with the aim of expanding and strengthening our apprenticeship provision for customers.

To support this, we are developing and introducing new apprenticeship assessments for the digital sector. This ensures our offer remains aligned to the latest standards and equips learners with the up-to-date skills needed to succeed in a rapidly evolving digital economy.

Current developments include the new Level 4 AI & Automation Practitioner as well as the redeveloped Level 4 Network Engineer, Level 3 Multi-channel Marketer and Level 3 Information Communications Technician.

“Halfway through my apprenticeship, I can already say this journey has been transformative,” shares, a Data Engineer Apprentice at Matillion. Baltic’s programme has bridged the gap between academic theory and real-world data science, allowing me to apply concepts to meaningful projects. It’s enabled a career switch I once thought impossible and given me the confidence to thrive in the fast-moving tech industry.”

**Isabelle**, Data Engineer Apprentice, Matillion

[Read more](#)





# LEVEL 4 AI & AUTOMATION PRACTITIONER

The Level 4 AI & Automation Practitioner apprenticeship standard forms part of City & Guilds' growing digital portfolio, supporting the development of skills in AI, automation and digital transformation.

Designed to reflect evolving employer needs, the apprenticeship supports learners in implementing practical AI and automation solutions within real business environments.

## Learners will:

- Develop the knowledge, skills and behaviours needed to streamline workflows
- Enhance productivity
- Support the responsible use of emerging technologies across organisations

As businesses increasingly adopt AI-enabled tools and automated processes, demand continues to grow for professionals who can apply these technologies effectively and strategically. The Level 4 AI & Automation Practitioner apprenticeship standard helps prepare learners for emerging digital roles across a wide range of sectors.



## It is particularly relevant for professionals working in:

- Digital support and operations
- Business improvement and transformation
- Customer service and service delivery
- Human resources
- Finance
- Other business functions where AI and automation can improve productivity and efficiency.

› [Enquire today](#)

# DIGITAL AND IT QUALIFICATIONS

Digital skills are now essential for success in virtually every industry. City & Guilds offers a comprehensive range of digital qualifications designed to equip learners with the knowledge and practical skills needed to thrive in today's technology-driven world.

Our qualifications span from foundational digital literacy to advanced technical expertise, supporting learners at every stage of their digital journey. Whether you're new to digital technologies, looking to upskill, or aiming to build a specialist career in IT, City & Guilds provides clear pathways with qualifications from Level 1 to Level 4.

Developed in collaboration with employers and industry experts, our digital qualifications ensure learners gain relevant, up-to-date skills that meet the demands of modern workplaces. With a strong focus on practical application and real-world scenarios, City & Guilds qualifications are trusted by employers and recognised globally.

For those pursuing a career in Digital, our qualifications open doors to a wide range of roles, including:

- Software, web, and game development
- Network installation, support, and design
- Hardware installation, support, and systems architecture
- Cybersecurity and software testing
- Social media and digital marketing
- Telecoms installation and support

## Learning resources to support qualifications

### SmartScreen

To support your teaching, we provide a wide range of tutor resources for the qualifications listed below. These materials are available through SmartScreen with a subscription, giving you access to:

- Schemes of work
- Worksheets and activities
- Handouts
- PowerPoint presentations
- Multiple-choice questions

Resources are available for the following qualifications:

- 7574 Level 1 Award/Certificate/Diploma for IT Users
- 7574 Level 2 Award/Certificate/Diploma for IT Users
- 7574 Level 3 Award/Certificate/Diploma for IT Users



### Funding note

The Education and Skills Funding Agency (ESFA) regularly changes the funded qualification offer due to the ongoing qualification reforms. We advise checking funding criteria and eligibility on the ESFA 'Find a learning aim' database before registering your learner to ensure the learning aim is funded.



## Digital - IT user

Our IT User qualifications are designed for individuals looking to build essential digital skills for today's workplace. Covering a broad range of competencies, from basic digital literacy and productivity tools to advanced applications. These qualifications provide practical, real-world knowledge. They're ideal for anyone seeking to enhance employability, adapt to evolving technologies, or gain confidence in using digital tools across everyday work environments.

### Qualifications

| Qualification                                          | Accreditation number | Guided learning hours (GLH) | Available for delivery in         |
|--------------------------------------------------------|----------------------|-----------------------------|-----------------------------------|
| Level 1 iTQ Award for IT Users (7574-01)               | 500/6805/2           | 60                          | England, Wales, NI, International |
| Level 1 iTQ Certificate for IT Users (7574-01)         | 500/6759/X           | 85                          | England, Wales, NI, International |
| Level 1 iTQ Diploma for IT Users (7574-01)             | 500/6903/2           | 280                         | England, Wales, NI, International |
| Level 2 iTQ Award for IT Users (7574-02)               | 500/6706/0           | 70                          | England, Wales, NI, International |
| Level 2 iTQ Certificate for IT Users (7574-02)         | 500/6724/2           | 120                         | England, Wales, NI, International |
| Level 2 iTQ Diploma for IT Users (7574-02)             | 500/6760/6           | 275                         | England, Wales, NI, International |
| Level 2 Diploma for IT User Skills (7574-02)           | 600/0993/7           | 280                         | England, Wales, NI, International |
| Level 3 iTQ Award for IT Users (7574-03)               | 500/6697/3           | 85                          | England, Wales, NI, International |
| Level 3 iTQ Certificate for IT Users (7574-03)         | 500/6587/7           | 190                         | England, Wales, NI, International |
| Level 3 iTQ Diploma for IT Users (7574-03)             | 500/6688/2           | 290                         | England, Wales, NI, International |
| Level 3 Diploma in IT User Skills (7574-03)            | 600/0994/9           | 280                         | England, Wales, NI, International |
| Level 3 Diploma in Social Media for Business (7513-03) | 600/4967/4           | 257                         | England, Wales, NI, International |
| Level 3 Diploma in Digital Marketing (7513-30)         | 601/0110/6           | 472                         | England, Wales, NI, International |

› [View our digital IT user qualifications on our website](#)



## IT professional

For those looking to start or advance a career in the digital sector, our IT Professional qualifications provide a clear pathway from entry-level roles to advanced technical positions. Covering key areas such as networking, cybersecurity, software development, cloud technologies, and IT support, these qualifications are designed to meet the demands of a fast-evolving industry.

Developed in collaboration with leading employers and industry experts, our qualifications focus on practical, real-world skills – ensuring learners gain the knowledge and experience needed to succeed in a dynamic and competitive digital landscape.

### Qualifications

| Qualification                                                                   | Accreditation number | Guided learning hours (GLH) | Available for delivery in  |
|---------------------------------------------------------------------------------|----------------------|-----------------------------|----------------------------|
| Level 3 Certificate in Networking and Architecture (9628-06)                    | 603/0618/X           | 35                          | England                    |
| Level 3 Award in Mobile and Operating Systems (9628-07)                         | 603/0619/1           | 24                          | England                    |
| Level 3 Award in Cloud Services (9628-08)                                       | 603/0620/8           | 24                          | England                    |
| Level 3 Award in Coding and Logic (9628-09)                                     | 603/0622/1           | 18                          | England                    |
| Level 3 Award in Business Processes (9628-10)                                   | 603/0623/3           | 18                          | England                    |
| Level 3 Award in Principles of Coding (9628-11)                                 | 603/1606/8           | 36                          | England                    |
| Level 3 Certificate in the Principles of Online and Offline Marketing (9628-12) | 603/1608/1           | 72                          | England                    |
| Level 3 Certificate in Digital Marketing Business Principles (9628-13)          | 603/1610/X           | 77                          | England                    |
| Level 4 Diploma in Software Development Methodologies (9628-01)                 | 603/0409/1           | 90                          | England                    |
| Level 4 Diploma in Software Language (9628-02)                                  | 603/0410/8           | 90                          | England                    |
| Level 4 Diploma in Network Principles (9628-03)                                 | 603/0412/1           | 90                          | England                    |
| Level 4 Diploma in Network Systems and Architecture (9628-04)                   | 603/0413/3           | 90                          | England                    |
| Level 4 Diploma in Network Security (9628-05)                                   | 603/0414/5           | 90                          | England                    |
| Level 2 Award in Communications Cabling (3668-02)                               | 610/0378/5           | 75                          | England, NI, International |
| Level 3 Certificate in Communications Cabling (3668-03)                         | 610/0379/7           | 120                         | England, NI, International |
| Level 4 Certificate in Cyber Security Induction (3660-01)                       | 603/5327/2           | 73                          | England, International     |



# MORE SKILLS SOLUTIONS FOR YOUR LEARNER

Support your learners at every stage of their journey with functional skills, employability skills, social media skills, leadership qualifications and more.

## Sustainability and the green environment

Sustainability is now a priority across every industry, and employers are looking for individuals who understand how to work in more environmentally responsible ways. The Level 2 Award & Certificate in Sustainability and the Green Environment are ideal additions to your portfolio, helping you meet the growing demand for green skills across sectors.

Designed to support learners in any job role, these qualifications build knowledge around climate change, sustainability, and net zero, making them a strong fit alongside a wide range of programmes. Whether your learners are entering the workforce or upskilling for progression, this is a practical, future-focused way to broaden your offer and support meaningful career development.

› [Learn more](#)

## Customer service skills

Great client experiences start with great customer service. Adding the Awards in Customer Service to your offer equips learners with the skills to confidently meet client needs, handle real-world interactions and create lasting impressions - essential for success in salons, spas, and beyond.

This flexible qualification is suitable for all learners, from those preparing for their first role to those with industry experience, helping providers deliver well-rounded, career-ready graduates who stand out to employers.

› [Learn more](#)

## Retail knowledge

Add extra value to your programmes with our retail knowledge qualifications, designed to equip learners with the essential skills needed to succeed in a client-facing environment. Covering customer service,

selling techniques, teamwork, and health and safety, this qualification gives learners the confidence to excel not only in salons and spas but also in the wider retail sector.

For providers, offering retail knowledge as part of your provision means broadening employability skills, helping learners stand out in a competitive market, and supporting smooth progression into first roles or career advancement opportunities.

› [Learn more](#)

## ILM

Develop future-ready leaders with our industry-recognised leadership and management and coaching and mentoring portfolio, including qualifications, apprenticeships and accreditation. Supporting learners from supervision to strategic leadership (levels 2-7), ILM's flexible pathways align to career progression and organisational priorities, developing the practical, applied skills needed to lead people, teams and organisations with confidence and impact in the workplace.

› [Find out more about ILM](#)

## Assured

We know that some organisations have specific training needs that cannot be met by existing qualifications. Our Assured service has been designed to evaluate and certify in-house training programmes against our Assured Benchmark Standards, confirming the quality of the processes and systems used to design, plan and deliver the training

Securing Assured recognition demonstrates the strength of your training both internally and externally, showing that you take your employees' development seriously and that you are ensuring your workforce has the skills that you need.

› [Learn more about Assured](#)

# SKILLS FOR WORK & LIFE

## Supporting NEET and at-risk learners into education, employment and brighter futures

Almost one million young people aged 16-24 are currently not in education, employment or training (NEET).

Our report, '[Counting the cost: The UK's Employability Skills Crisis](#)', reveals that 64% of UK businesses say candidates with human capabilities such as face-to-face communication, problem solving, and effective time management are becoming harder to find.

This is putting providers under increasing pressure to engage learners, build confidence and support progression into positive destinations.

City & Guilds offers a suite of products and resources designed to help NEET and at-risk learners build confidence, develop employability skills and progress into education, training and work.



### Provision to help support NEETs

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#### **Futures**

Building brighter futures with digital credentials that recognise progress and build confidence.

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#### **Employability Framework**

A structured approach to helping learners build the transferable skills, behaviours and confidence they need to succeed in the world of work.

› [Find out more: Employability Framework](#)

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#### **Curriculum Planning Guides**

Bringing together sector-specific qualifications, units, and short courses, with employability skills mapped into clear, structured pathways.

› [Find out more: Curriculum planning guides for adult learners and those who are NEET, or at risk learners](#)

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# WHY WORK WITH CITY & GUILDS

Working with City & Guilds gives you access to comprehensive support including qualification resource materials, in-person and online events and direct, tailored support from our teams of sector and technical experts.

As part of our commitment to supporting learners into a job, on the job and onto the next job we also offer accreditation and certification for a modern, digital-first world, whether that's through our verifiable digital credentials or our Assured recognition service for in-house training programmes.

## People support

We understand the value our customers put on having direct access to the support they need to maximise success. That's why our specialist teams are available to support you at every stage of planning and delivery.

Learn more about our support teams:

### Digital solutions managers

Our digital support team provide training sessions and advice on how to get the most out of our elearning and admin platforms to support a smooth and successful delivery.

› [Find out more](#)

### Customer support team

Whatever your question, our customer support team are available to support with all enquiries from providers, employers and learners.

› [Find out more](#)

### Partnership managers

From onboarding apprentices through to assessment, our partnership managers support customers at every stage of the apprenticeship journey.

› [Find out more](#)

### Business development managers

Your local contact on-hand to support you with all aspects of qualifications, apprenticeships and skills development.

› [Find out more](#)

### Client managers

Our team of training experts work with employers to identify learning needs to maximise organisational growth.

› [Find out more](#)

### Technical advisors

Our technical experts offer flexible support with programme delivery through in-person and online events and visits.

› [Find out more](#)

### Funding and policy team

Get access to easy-to-digest funding and policy information and the latest updates.

› [Sign up for updates](#)

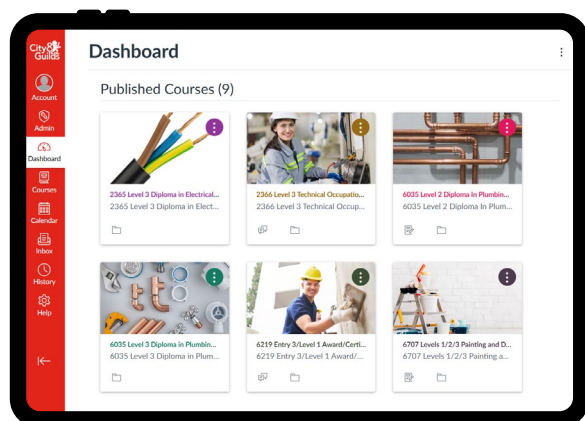




## Networking and events

We run face-to-face and online events to keep you up to date with the latest policy and practice, as well as City & Guilds qualifications and services that support delivery.

› [Explore our upcoming events](#)



## Teaching and learning support

SmartScreen is the City & Guilds tutor and learner support platform, providing online resources for our qualifications and apprenticeships.

Supporting over 150 qualifications and apprenticeships across 20 different industries, SmartScreen equips tutors and assessors with delivery tools and learners with engaging content.

› [Learn more about SmartScreen](#)

## Digital credentials

As more and more of the hiring process moves to an online-first model, having a digital way to help showcase knowledge and skills to potential employers can be a crucial tool to support career progression.

Digital credentials are a visual representation of an individual's skills that provide a convenient way to easily capture and share accomplishments and abilities online with professional networks and potential employers. We offer digital credentials for the majority of our qualifications and programmes. They can be shared via email or social media and can provide a map of an individual's educational journey, giving your learners a competitive edge in the workplace.

› [Learn more about digital credentials](#)





## Online resources and funding information

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### Qualifications reform hub

Stay informed with updated guidance, timelines, upcoming support events, FAQs and news around City & Guilds qualifications.

› [Find out more](#)

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### Apprenticeship reform

Find out more about apprenticeship assessment, including key policy updates, guidance on changes, new products in development, and upcoming events to help you navigate the future of apprenticeships with confidence.

› [Find out more](#)

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### Department for Education funding overview

View the Department for Education's full list of funding approval information for qualifications in England.

› [Find out more](#)

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### Teaching support

Enhance your skills and confidence with flexible qualifications designed to support effective teaching, learning, and assessment across diverse settings.

› [Find out more](#)

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## PARTNER WITH CITY & GUILDS

### Interested in delivering City & Guilds qualifications or apprenticeships?

As a trusted leader in skills development, we offer a comprehensive range of qualifications and training solutions to prepare individuals for success in today's evolving workplace.

Working with us gives you access to a broad portfolio across multiple sectors, from entry-level qualifications to senior leadership pathways. Our on-hand support teams are here to help you deliver the best learning experience for your learners.

Complete the form below to request a call back to discuss your beauty portfolio.

› [Get in touch](#)



## About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

## Contact us

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