

LEVEL 3 INFORMATION COMMUNICATION TECHNICIAN

IT and network infrastructure (physical or virtual hardware, software, network services and data storage) either on-premises or provisioned as cloud services. Information Communications Technicians monitor, administer, troubleshoot, and support ICT systems, and they interact with a wide range of stakeholders, helping them remotely or face-to-face. This apprenticeship provides the skills and knowledge to apply to various specialist roles supporting business operations, with a strong focus on customer solutions. Networking, Servers, IT Essentials, Secure Communications, programming, and databases are typical tasks and projects undertaken by an Information Communications Technician apprentice.

DELIVERY OVER 22 MONTHS

INDUCTION

One day induction to apprenticeship programme, meeting with a Skills Coach and delivery plan agreed.

IN COLLEGE

One workshop and workbased session a month for the duration of Programme.

ONLINE

Access learning materials 24/7 via Smart Assessor - your online learning environment

ASSESSMENT

On programme assessments every 6-8 weeks, including progress reviews every 8-10 weeks.

KNOWLEDGE/SKILLS/BEHAVIOURS

Knowledge/Skills

- Maintenance of repair of systems faults.
- Support for the roll-out of installation and commission of new systems or upgrades
- Installation and commission of networks
- Maintenance and repair of network equipment
- Installation, configuration or maintenance on ICT-related hardware and software.
- Installation and commission of telecom networks
- Maintenance or repair of telecom network equipment

Behaviours

- Work Professionally
- Good Communication
- Good Organisation
- Self-Motivated

ENTRY REQUIREMENT

Individual employers will set the selection criteria, but this is likely to include five GCSEs, (especially English, Mathematics and a Science or Technology subject); a relevant Level 2 Apprenticeship; other relevant qualifications and experience; or an aptitude test with a focus on IT skills. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

END POINT ASSESSMENT

- Professional Discussion underpinned by portfolio.
- Project Report with questioning

GATEWAY

- Apprentices without Level 2 English and mathematics will need to achieve this level prior to taking their EPA.

QUALIFICATION

- Level 3 Information Communication Technician Apprenticeship Standard
- Level 2 Functional Skills Maths and English (if required)

PROGRESSION

Level 4 Network Engineer, Software Developer, Cyber Security Technician, Digital & Technology Solutions or a Degree Apprenticeship.