

# Apprenticeship Information Communications Technician Level 3



## QUALIFICATION OBJECTIVES

This occupation is found in organisations, large and small, in all sectors, and within public, private and voluntary organisations. Organisations increasingly rely on computer and communications systems in all areas of their operations and decision-making processes. It is, therefore, crucial to ensure the optimal performance and maintenance of systems. An Information Communications Technician (ICT) is critical to achieving this.

The broad purpose of the ICT occupation is to deliver efficient operation and control of the IT and/or Telecommunications infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or to end-users provisioned as cloud services that is required to deliver and support the information systems needs of an organisation.

The occupation includes contributing to the preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of the performance of systems and services in relation to their contribution to business performance, their security and their sustainability.

### This qualification is suited to the following roles:

#### For Support Technician

- First-line support
- Help desk support
- IT support analyst
- IT support officer
- IT technician
- Data centre support technician

#### For Network Technician

- Network field operative
- Network support

#### For Digital Communications Technician

- 1st & 2nd line support telecoms technician
- Telecommunications technician
- Communications technician

### The Apprenticeship Standard has three pathways to choose from:

1. Support Technician
2. Network Technician
3. Digital Communications Technician

## ENTRY

Employers are likely to be looking for a proven passion for IT. Individual employers will set selection criteria, but this might include GCSE's, A-levels, a Level 2 Apprenticeship or other relevant qualifications, relevant experience and/or an aptitude test with a focus on functional mathematics.

## DURATION

The duration of this Apprenticeship Standard is 15-18 months.

## LEVEL

This qualification is completed via an Apprenticeship Standard at Level 3 and learners will achieve a Pearson Level 3 Information Communications Technician qualification.

## FUNCTIONAL SKILLS

Apprentices without Level 2 English and mathematics will need to achieve this level prior to taking the End Point Assessment.

# Apprenticeship Information Communications Technician Level 3



## Employers involved in the development of this Apprenticeship Standard include:

- Royal Air Force
- Royal Navy
- First Finance
- Vodafone
- Virgin Media
- BT
- Lloyds Bank
- Risual Ltd
- Halifax
- UKRI
- T2000

## 20% OFF THE JOB TRAINING

Details of how the 20% off-job-training will be met: The Education and Skills Funding Agency (ESFA), on behalf of the government, have incorporated into the Apprenticeship funding rules a requirement that all Apprentices must have at least 20% of their Apprenticeship as “off the job training”. The reason for this is to ensure that a quality programme is delivered by the employer and the training provider, which adds value to the Apprenticeship. This will benefit not only the learner but also the employer, who will then end up with a skilled, well-rounded employee by the end of the Apprenticeship. Off the Job Training (OJT) can include training that is delivered at the Apprentice’s normal place of work, but must not be delivered as part of their normal working duties. Training towards Functional Skills in maths and English is not allowed to count towards the 20%.

## CORE OCCUPATION DUTIES

- Duty 1** Provide technical support to customers both internal and external through a range of communication channels
- Duty 2** Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools
- Duty 3** Interpret technical specifications relevant to the ICT task
- Duty 4** Apply the appropriate security policies to ICT tasks in line with organisational requirements
- Duty 5** Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues
- Duty 6** Communicate with all levels of stakeholders, talking them through steps to take to resolve issues or set up systems, keeping them informed of progress and managing escalation and expectations
- Duty 7** Apply appropriate testing methodologies to hardware or software or cabling assets
- Duty 8** Practice guided continuous self-learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development
- Duty 9** Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues



## OPTION DUTIES

### SUPPORT TECHNICIAN DUTIES

**Duty 10** Install and configure relevant software and hardware as appropriate for example mobile apps, printers, projectors, scanners and cameras.

**Duty 11** Address IT issues by prioritising in response to customer service level agreements

**Duty 12** Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets

**Duty 13** Support the roll-out of upgrades or new systems or applications

### NETWORK TECHNICIAN DUTIES

**Duty 14** Complete cabling tasks for example coaxial, copper, fibre or remotely.

**Duty 15** Administer mobile devices on a network

**Duty 16** Deliver network tasks prioritising security with a view to mitigating and defending against security risks.

**Duty 17** Install and configure relevant software and physical or virtual hardware as appropriate for example; network devices, switches and routers

### DIGITAL COMMUNICATIONS TECHNICIAN DUTIES

**Duty 18** Install and commission computer or telecoms hardware

**Duty 19** Maintain computer systems or telecommunications networks

**Duty 20** Research solutions to maintain network communication architectures

**Duty 21** Monitor and report telecommunications or communications systems performance to enable service delivery



## END POINT ASSESSMENT

### On programme

Training supports the learner to develop the occupations standard's knowledge, skills and behaviours. The learner builds a portfolio of evidence-based on real work projects.

### End-point assessment gateway

The employer must be content that the apprentice is working at, or above, the occupational standard. Apprentices must have achieved English and Mathematics Level 2. Apprentices must submit a portfolio of evidence to underpin the Professional Discussion.

### End-point assessment:

1. Professional Discussion underpinned by Portfolio

The professional discussion will be appropriately structured to draw out the best of the apprentice's competence and excellence and covers the knowledge, skills and behaviours assigned to this assessment method. The apprentice will be able to refer to and illustrate their professional discussion responses with evidence from their portfolio of evidence.

2. Project Report and Questioning

The apprentice will conduct a project and complete a project report that is designed to ensure that their work meets the needs of the business, is relevant to their role and allows for the relevant knowledge, skills and behaviours assigned to this assessment method to be demonstrated. Questioning will focus on coverage of the project report and activities, allowing for deeper exploration of occupational competence and further opportunities for apprentices to draw out key aspects of their work.

## APPRENTICE COMPLETION CERTIFICATE

**Upon completion, the Apprentice will be graded with a Fail, Pass, Merit or Distinction.**

