

# INFORMATION COMMUNICATIONS TECHNICIAN APPRENTICESHIP LEVEL 3



Approved  
Centre



For new or existing staff

## Qualification

Information Communications  
Technician Apprenticeship Standard  
Level 3

Completers may want to progress to  
Network Engineer Apprenticeship Level 4  
or Cyber Security Degree Apprenticeship

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) 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 performance of systems and services in relation to their contribution to business performance, their security and their sustainability.

Delivery model and duration:  
Training will be delivered both in  
College and in the workplace  
Duration: Up to 24 months

Ideal for:

- First Line Support
- Data Centre Support Technician
- Network / Field Operative
- IT Support Analyst

The apprenticeship will cover the following core areas:

- Providing technical support to internal and external customers
- Establishing and diagnosing ICT problems and faults
- Applying appropriate security policies
- Resolving ICT technical issues
- Stakeholder communication
- Testing methodologies
- Documenting or escalate ICT tasks

Benefits to business:

- Develop the skills your business needs
- Get qualified and motivated staff
- Future proof your business
- Professional qualification you existing staff

Entry Criteria:

- GCSEs including English and maths grade 9 - 4 or A\* - C

Benefits for learners:

- Gaining industry recognised professional qualifications
- Developing skills to increase your career potential
- Full support from industry experienced staff
- Working with the British Computing Society (BCS)

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gloucestershire college

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## Components

English and Maths

Functional Skills L2

## End Point Assessment

The final, end point assessment is completed in the last few months of the apprenticeship. It is based on:

- Portfolio of evidence – containing evidence from real work projects which have been completed during the apprenticeship
- Workplace project - the apprentice must conduct a project in work over a maximum 4-week period that includes either the rectification of a fault that causes a loss of service, routine or proactive maintenance or the implementation of new systems
- Structured interview with an assessor - exploring what has been produced in the portfolio and the project as well as looking at how it has been produced

An independent assessor (from the BCS) will assess each element of the end point assessment and will then decide whether to award successful apprentices with a pass, a merit or a distinction.

## Knowledge developed will include:

Fundamentals of physical networks and components

Basic awareness of the principles of cloud and cloud-based services

Fundamental principles of virtual networks and components

Key principles of security including the role of People, Product and Process in secure systems

Fundamental principles of operating systems, hardware system architectures and devices

Principles of databases and migration

## Skills developed will include:

Interpreting and prioritising customer requirements in line with organisational policy

Communicating with all levels of stakeholders, keeping them informed of progress and managing escalation where appropriate

Installing or undertaking basic software upgrades, either physically or remotely

Using a range of cabling or connectors equipment in line with technical requirements

Carrying out routine maintenance across network systems, ensuring organisational compliance

## Behaviours developed will include:

Working professionally, taking initiative as appropriate and acting with an ethical approach

Communicating technical and non-technical information in a variety of situations to support effective working with internal or external stakeholders

Demonstrating a productive and organised approach to their work

Being self-motivated, for example taking responsibility to complete the job