








# Information Communications Technician

**Level 3**

# Welcome to the Level 3 Information Communications Technician Programme

## This apprenticeship will cover:

-  Support to internal or external customers
-  Installing and configuring computer systems
-  Diagnosing hardware or software faults
-  Monitoring and maintaining systems
-  Optimising performance

## Contents

<b>4</b>	Information Communications Technician Training
<b>6</b>	Learner Journey
<b>8</b>	Your Apprenticeship Programme
<b>10</b>	Expectations During Your Apprenticeship
<b>11</b>	Paths to Mastery
<b>11</b>	Career Progression
<b>12</b>	Professional Development Programme
<b>14</b>	Safeguarding and Additional Learning Needs

# Information Communications Technician Training

## Unit 1 - Introduction to IT Support

### Delivery days - 1

Learners will explore cultural awareness and communication. Discover how to maintain and develop relationships. Finally, they will learn the basic elements of legislation and regulations.



## Unit 2 - Working in IT Support

### Delivery days - 2

Learners will explore approaches to documenting tasks and the purpose of asset registers. Discover routine maintenance tasks and activities. Finally, they will gain an awareness of firewalls and the basic principles of VPNs and remote access.



## Unit 7 - Cloud Solutions

### Delivery days - 1

Learners will explore the basic principles of cloud and cloud-based services. Discover the principles of API's and web services. Finally, they will learn the key principles of cloud security and firewalls.



## Unit 8 - Networking Fundamentals

### Delivery days - 1

Learners will explore the principles of basic network addressing. Discover the fundamentals of physical networks. Finally, they will learn how to test and evaluate network performance and usage.



## Unit 3 - IT Essentials

### Delivery days - 1

Learners will explore the fundamentals of operating systems, hardware systems architecture and devices. Discover the principles of remote operation of devices. Finally, they will learn approaches to system upgrades and updates.



## Unit 4 - Fault Finding and Problem Solving

### Delivery days - 1

Learners will explore the principles of root-cause problem-solving. Discover using fault diagnostics for troubleshooting. Finally, they will learn approaches to log files, event viewer and system tools.



## Unit 9 - Networking Essentials

### Delivery days - 1

Learners will explore the principles of disaster recovery. Discover the basic elements of database migration. Finally, they will learn how to carry out routine maintenance across network systems.



## Unit 10 - Advanced Networking

### Delivery days - 2

Learners will explore the principles of the OSI layer and the principles of cloud network architecture. Discover virtualisation and explore the principles of network protocols. Finally, they will build an awareness of DevOps methodologies and learn how to monitor network-related workloads.



## Unit 5 - Testing and Scripting

### Delivery days - 2

Learners will explore the principles of test plans. Discover how to evaluate system performance. Finally, they will learn how to perform digital tests as well as basic scripting to execute relevant tasks.



## Unit 6 - Security and Storage

### Delivery days - 1

Learners will explore approaches to backup and storage solutions. Discover the key principles of security. Finally, they will learn security measures for networks.

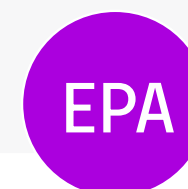


## EPA Readiness - Portfolio

### Delivery days - n/a

Learners will prepare for gateway and consolidate their portfolio they will have built up during the course, they will also write up a work-based project:

- Professional discussion underpinned by portfolio
- Project report with questioning



# Learner Journey

**Month 1**  
Introduction to IT Support

**Month 3**  
• IT Essentials  
• Progress Review

**Month 2**  
• Working in IT Support  
• Progress Review

**Month 5**  
• Testing and Scripting  
• Coaching Session

**Month 4**  
• Fault-Finding and Problem-Solving  
• Coaching Session

**Month 6**  
• Security and Storage  
• Progress Review

**Month 8**  
• Networking Fundamentals  
• Coaching Session

**Month 9**  
• Networking Essentials  
• Coaching Session

**Month 7**  
• Cloud Solutions  
• Coaching Session

**Month 13**  
Gateway Exit Review

**Month 10**  
• Advanced Networking  
• Coaching Session

**Month 11-12**  
• EPA Readiness: Project & Portfolio (Part 1)  
• EPA Readiness: Project & Portfolio (Part 2)  
• Coaching Session

**EPA**





## Your apprenticeship programme

### Qualification

On completion of the programme, you will be awarded a Level 3 Information Communications Technician Apprenticeship. This qualification will allow you to apply for RITTech which is a professional registration for IT technicians, an independent public register for the people who work in IT and digital.

### Off-the-job training

As an apprentice, you study while you work, a minimum of 6 hours per week of your time at work will be dedicated to your apprenticeship. You will learn through a mix of classroom days, personalised coaching sessions, e-learning and activities to practise what you are learning.

Employers collaborate with the training provider and you to ensure that you are on target with your off-the-job learning hours. Everything you do can be tracked on the Bud digital platform. Working with your Development Coach and line manager, you can balance your off-the-job training hours with your day-to-day responsibilities.

### Is it off-the-job training?

Off-the-job training can take place very flexibly throughout the apprenticeship. This can be scheduled for every day, a day a week, in longer blocks (e.g. one week in every five) or in other creative ways. The only stipulation is that, by the end of the apprentice's programme, they have achieved the required number of off-the-job training hours.

- Has the individual begun their apprenticeship programme?
- Is the activity directly related to the apprenticeship standard or framework?
- Is the activity teaching new knowledge, skills and behaviours?
- Is the learning taking place within the apprentice's normal contracted working hours?

*If all of these apply, it counts as off-the-job training.*

### Virtual Classrooms

Learners will attend classroom sessions online using Class, our virtual-classroom software.

To access the session, they will need:

- A desktop/laptop computer
- To download the Class meeting software application

[Apprentify Class](#)

Once you have installed the software, please use the Class Guides if you are having any issues.

[Class Guides](#)



### Assessment

#### On Programme

Your progress will be continually assessed using our online apprenticeship management system, Bud. Throughout your apprenticeship you will upload evidence to show that you have completed the activities that contribute towards the achievement of your apprenticeship.

[Apprenticeship Standard](#)

#### End-point Assessment (EPA)

Once you have gone through the gateway, you will start the EPA. This assessment will showcase the entirety of the knowledge, skills and behaviours you have developed during the programme.



# Expectations during your apprenticeship

The modern apprenticeship revolves around the tripartite relationship between apprentice, employer and Apprentify. All parties are responsible for ensuring that the apprenticeship programme is a success.

The expectations listed are necessary for all parties to ensure that the apprentice completes their apprenticeship.



## Apprentice

- Preparation and planning for coaching/classroom sessions
- Attending all virtual classrooms and coaching sessions
- Completion of tasks in the agreed timeframe
- Planning your 20% off-the-job training and completing your Bud activities
- Taking responsibility for your own development
- Communicate support needs to your line manager and Development Coach
- Update your Self-Study Log with the extra training you complete

## Line Manager

- Facilitate time for the apprentice for their learning in working hours
- Monthly one-to-one reviews with learners to discuss progress, provide feedback and guide development
- Provide opportunities for learners to participate in relevant workplace tasks related to their apprenticeship standard
- Keep in regular contact with the apprentice and Development Coach
- Provide learning opportunities
- Support with 20% off-the-job training

## Development Coach

- Providing teaching and coaching sessions
- Monitoring progress using Bud and gaining feedback from line managers
- Coaching apprentices with both apprenticeship- and workplace-related skills
- Feedback to drive enhanced performance and improved knowledge
- Online support through regular meetings
- Marking and assessment of Bud work
- Preparation for EPA

# Paths to Mastery

The Path to Mastery gives you the chance to gain additional skills in specialist areas. The optional learning is designed to enhance expertise in specialist areas and let you thrive in your role. As an apprentice, you will only be enrolled on the Path to Mastery if both your employer and Apprentify agree that you are in a position to take on extra learning. You can choose one of the following:



## CompTIA A+

**Core 1:** CompTIA A+ 220-1101 covers mobile devices, networking technology, hardware, virtualisation, and cloud computing.

**Core 2:** CompTIA A+ 220-1102 covers operating systems, security, software and operational procedures.

# Career Progression

**IT Support Officer**  
£18,000+

**IT Field Technician**  
£25,000+

**Systems Administrator**  
£30,000+

**Network Engineer**  
£40,000+

**Senior Security Analyst**  
£58,000+





## Professional Development Programme

**At Apprentify, our curriculum extends beyond the knowledge, skills and behaviours of the apprenticeship standard. We pride ourselves on developing well-rounded members of the modern workforce who are passionate about their work, eager to learn and make a positive contribution to any company and society.**

We embed a wider curriculum into all our programmes that supports soft-skill development and ensures that apprentices are aware of the issues in modern Britain that affect them and those around them in the workplace. This extra support and guidance will mould apprentices into not only competent employees but also highly engaged and conscientious staff.

## British Values

All schools, colleges and training providers have a duty to actively promote the fundamental British values of a functioning modern democracy. What are British values, and what are examples of the understanding and knowledge apprentices are expected to learn in the workplace?

### Rule of Law

Rules promote a happy, safe and secure living and working environment. Examples are:

- Legislation
- Agreed procedures, policies and ways of working
- Codes of conduct
- How the law protects you and others

### Individual Liberty

Protection of your rights and the rights of others you work with. Examples are:

- Values and principles
- Individuality, consent, choice and rights
- Dignity and respect
- Equality and human rights
- Personal and professional development

### Democracy

Everyone should be aware of their rights and responsibilities that help to build a culture of freedom and equality. Examples are:

- Team meetings
- Joint decision-making
- Receiving and giving feedback
- The right to protest and petition
- Leadership and accountability

### Respect and Tolerance

Respecting the ideas, beliefs and values of others while not imposing our own on others, including:

- Tackling discrimination
- Tackling bullying
- Embracing diversity
- The importance of religion, traditions, preferences and cultural heritage
- Recognise stereotyping, prejudice and labelling









## Get connected

---

☎ 0333 996 0165

✉ [info@apprentify.com](mailto:info@apprentify.com)

