apprentify

tech industry gold
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Developing Future Talent

Information Communications Technician (Support)

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

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Information Communications Technician Training

13 months plus a 12 week End-Point Assessment (EPA)

Unit 1 - Introduction to IT Support

Delivery days - 0

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 - The IT Support Professional

Delivery days - 1

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 3 - IT Skills for Success: Building you Tech Foundation

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 - Mastering IT Challenges

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 5 - Testing and Scripting

Delivery days - 0

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 - Digital Fortress: Securing and Protecting Data

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.

Unit 7 - Cloud Essentials

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 Foundations: Connecting the Dots

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 9 - Network Mastery: Architecting the Digital World

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.

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

EPA

Learner Journey

Month 1
Introduction to IT Support

Month 2
- The IT Support Professional
- Progress Review

Month 3
- IT Skills for Success: Building you Tech Foundation
- Progress Review

Month 4
- Testing and Scripting
- Coaching Session

Month 5
- Mastering IT Challenges
- Coaching Session

Month 6
- Digital Fortress: Securing and Protecting Data
- Progress Review

Month 7
- Cloud Essentials
- Coaching Session

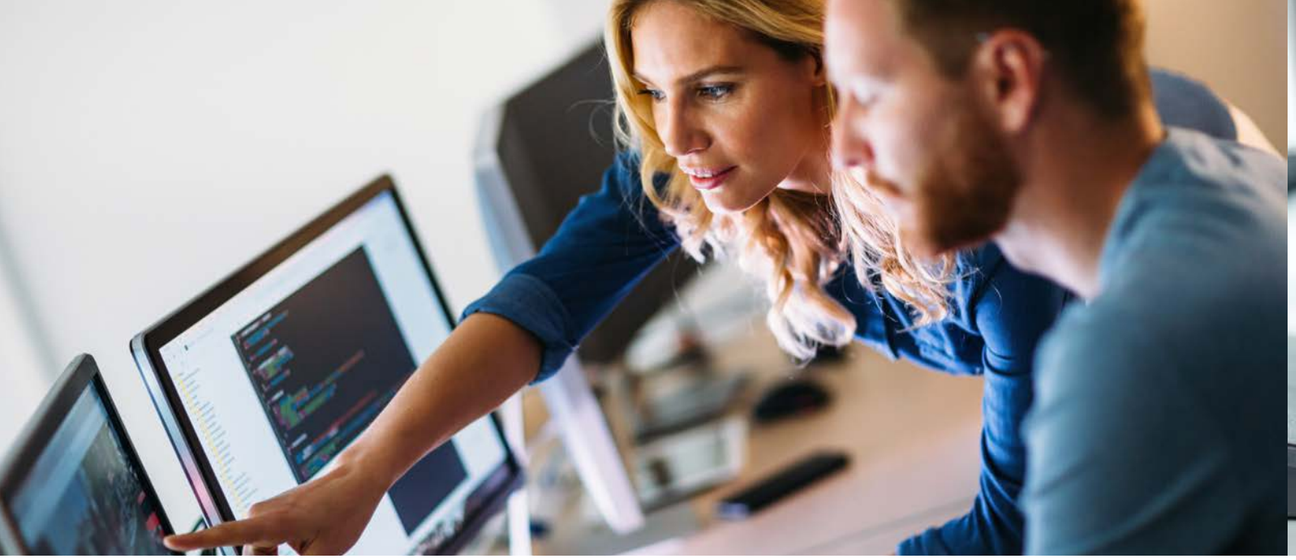
Month 8
- Networking Foundations: Connecting the Dots
- Coaching Session

Month 9
- Network Mastery: Architecting the Digital World
- Coaching Session

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

Month 13
Gateway Exit Review

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. Class enables Apprentify learners to study using a next generation virtual classroom environment bringing together industry leading teaching and learning tools into one platform.

To access the session, you will need to ensure your system can support Class.

Click the button below for system requirements:

Class: System Requirements

For any support queries or guides on how to use the system, you will be able to find all the information you need in the Class knowledge base:

Class: Knowledge Base

Assessment

On Programme

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

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.

To find out more about your apprenticeship standard - including the EPA for the programme - click on the link below:

Apprenticeship Standard

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

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a techUK company

Tech Industry Gold sets itself apart by offering a **holistic** learning experience underpinned by **four key categories** of skills.

These core criteria are developed in **collaboration** with **employers** to ensure learners acquire the comprehensive skillset needed to thrive in the tech industry.

What employers look for - and what you'll gain:

Business: Understanding digital systems and the value they deliver to stakeholders, including risk management and information security.

Technology: Building technical foundations in systems analysis, software development, data management and more.

Project: Applying modern project management methodologies to achieve organisational goals.

Professional: Cultivating essential professional skills like communication, teamwork and problem solving.

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.

CompTIA ITF+

CompTIA ITF+ covers all IT fundamentals, creating a broader understanding and a helpful on-ramp to tech career pathways.

Career Progression

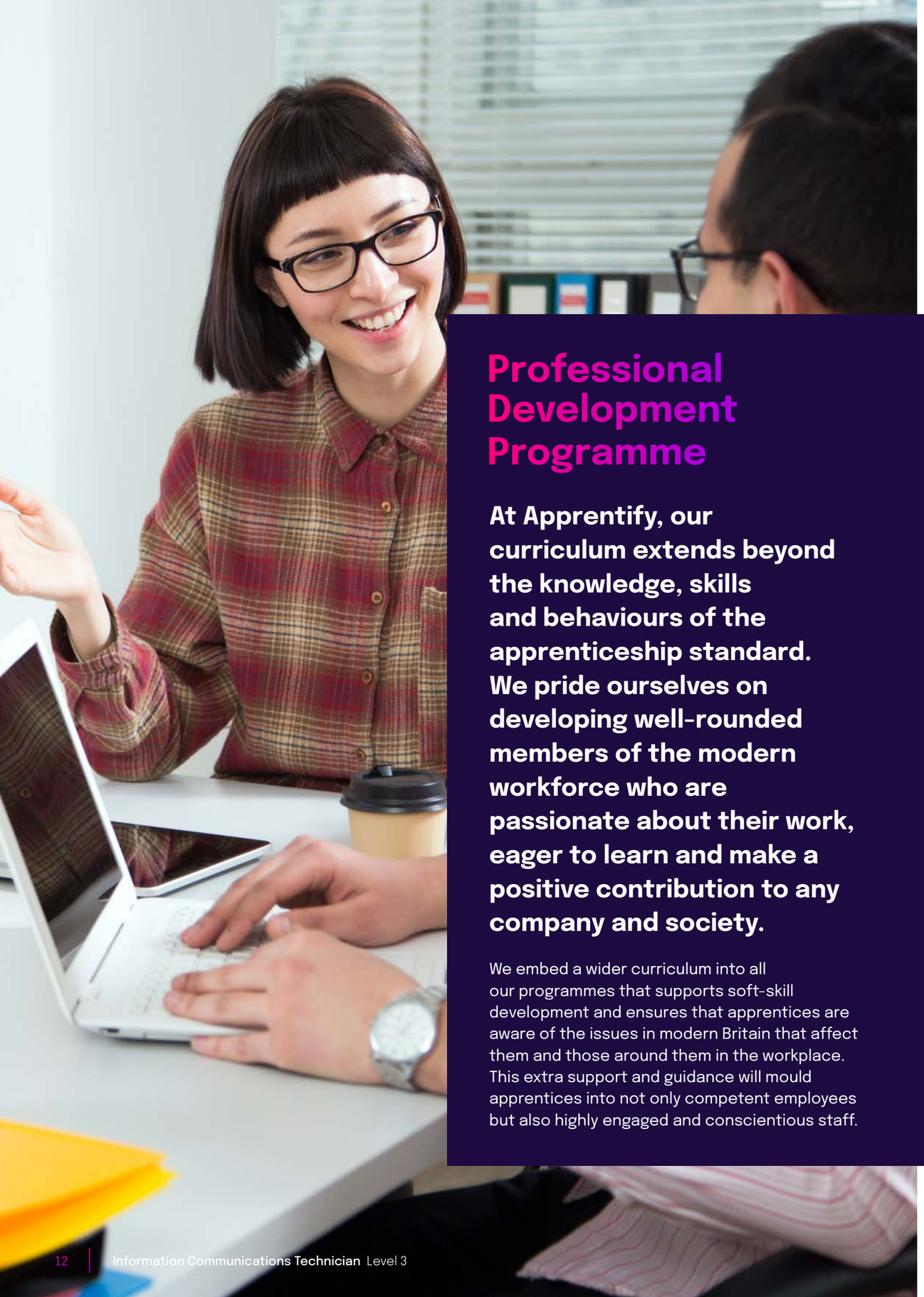
IT Support Officer

IT Field Technician

Systems Administrator

Network Engineer

Senior Security Analyst



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

Safeguarding and Additional Learning Needs (ALN)

Safeguarding and Prevent

Apprentify has a statutory requirement to ensure that all our apprentices are safe from harm and can learn in a secure environment. This is a responsibility of everyone involved in the apprenticeship programme, including employers and apprentices.

Safeguarding does not simply refer to physical harm. It can also be far less obvious and harder to recognise - abuse, neglect and wellbeing concerns are all examples of safeguarding concerns that you should be aware of and know how to respond to, both on behalf of yourself and on behalf of others.

The Prevent duty is part of the UK Government's Counter-Terrorism Strategy (CONTEST) and is designed to stop people from becoming terrorists or supporting terrorism. It is a requirement of numerous public-facing bodies, including apprenticeship training providers, to develop knowledge of the signs of radicalisation and to ensure that learners understand how to report their concerns.

What does this look like in my apprenticeship?

Your Development Coach will support you and your employer in building awareness and applying safeguarding and Prevent in the workplace and in modern Britain. This will involve:

- Discussions during progress reviews
- Activities in virtual classrooms
- E-learning courses
- Real-life scenarios in coaching sessions
- External courses for Action Counters Terrorism (ACT) Awareness

Our Safeguarding Officers

To find out who our designated Safeguarding Officers are, click on the link below.

Safeguarding

What do I do if I have any concerns?

If you have any concerns, you can confidentially contact the Apprentify safeguarding team.

Cognassist

During the application process for apprenticeships, learners will complete a Neurodiversity Assessment, which will identify any neurodiversity needs. If the software identifies such a need, the learner will work with a dedicated Cognassist Tutor throughout the apprenticeship.

At the start of each month, learners will be provided with four strategies to support their learning and develop their understanding. Learners must aim to complete all four strategies every month. Once learners have completed the strategies, apprentices hold a monthly session with their Cognassist Tutor.

These are completed remotely with a Tutor, who will discuss each strategy and document feedback around the skills and actions, as well as the impact of, each module on Cognassist. While this is not mandatory, and you can opt out if you wish, this will support you with any identified learning needs throughout your apprenticeship.

Cognassist is a tool that assesses the neurodiversity of learners and provides strategies and activities for them to enhance their learning. Cognassist assesses capacity in the following domains:

- Verbal Memory
- Non-Verbal Memory
- Literacy
- Numeracy
- Visual Information
- Processing Speed
- Executive Function
- Verbal Reasoning
- Non-Verbal Reasoning

Notes

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