# Apprenticeships +

# Information Communication Technician

## Apprenticeship
## Level 3

**Apprenticeships +**

**The Sheffield College**
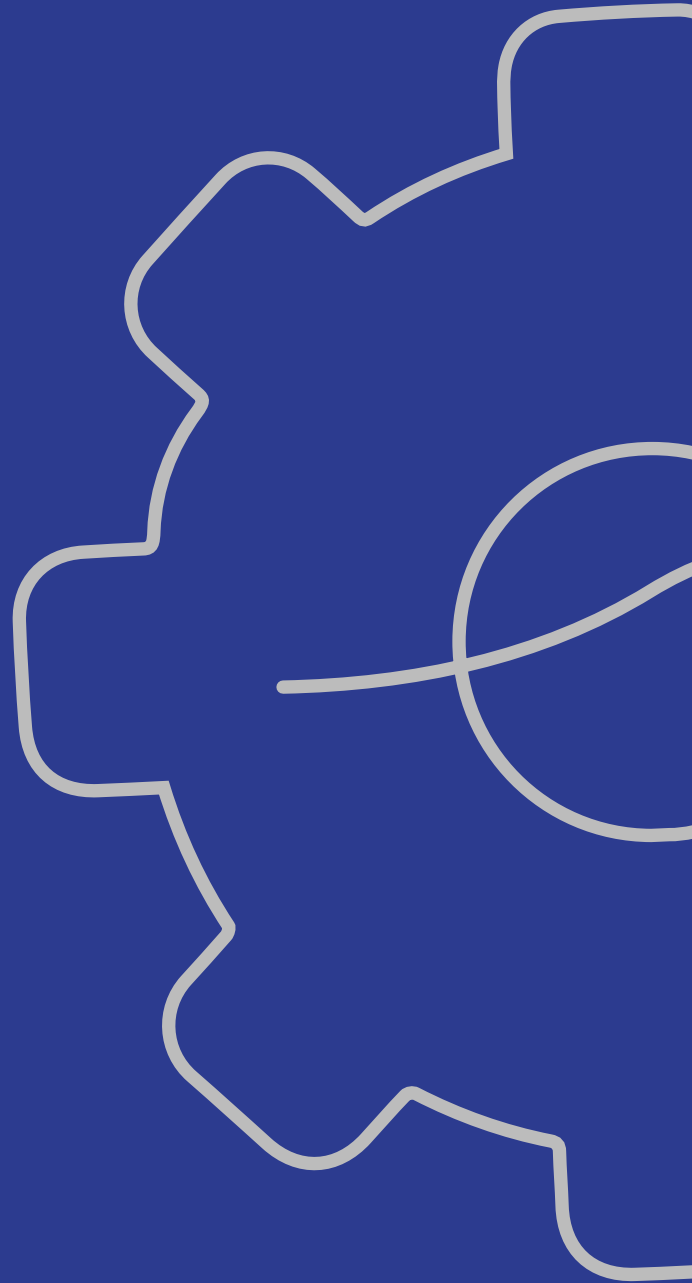
## Quick Information

### New Apprenticeship Standard designed by employers for employers

**Sector**
Relevant to all employment sectors

**Who is it for?**
New recruits and existing staff

**Start date**
September

**Level**
Level 3

**Duration**
A minimum of 12 months

**How does it work?**
Delivered in the workplace with one day a week in college over 35 weeks, and Trainer Assessor visits every 6/8 weeks

**Content**
The learning aims of this Apprenticeship Standard will be tailored to your business needs

**Assessment**
Portfolio, business project, employer reference and structured interview during and at the end of the programme

**Qualification**
Infrastructure Technician Apprenticeship

**Additional qualifications:**
This Apprenticeship is recognised for entry onto the register of IT technicians confirming SFIA Level 3 professional competence

**Review**
This standard will be reviewed every 3 years

# Information Communication Technician

An Information Communication Technician provides support to internal and external customers, helping them to be productive when using technology to do their own jobs, by using tools to problem-solve and troubleshoot non-routine problems. The Information Communication Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisation's productivity.

Typical job roles include Help Desk Technician, First or Second Line Support, IT Infrastructure Technician and Network Support.

## Key Areas of Study

Your apprentice will cover essential knowledge, skills and behaviours on their programme. The full menu of options for what will be covered is outlined below.

## Technical Competencies

Information Communication Technicians will develop the skills and knowledge to be able to:

### Communication

- work both independently and as part of a team and following the organisations standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks

### IT Security

- demonstrate the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance, legislation

### Remote Infrastructure

- effectively operate a range of mobile devices and securely add them to a network in accordance with organisations policies and procedures

### Data

- effectively record, analyse and communicate data at the appropriate level using the organisation's standard tools and processes and to all stakeholders within the responsibility of the position

### Problem-solving

- apply structured techniques to common and non-routine problems, testing methodologies and troubleshooting, and analyses problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required

### Workflow Management

- work flexibly and demonstrate the ability to work under pressure to progress allocated tasks in accordance with the organisation's reporting and quality systems

### Health and Safety

- interpret and follow IT legislation to securely and professionally work productively in the work environment

### Performance

- optimise the performance of hardware, software and network systems and services in line with business requirements
- explain the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive)

## Technical Knowledge and Understanding

Information Communication Technicians will develop the skills and knowledge to:

- have a working knowledge of a range of cabling and connectivity, the various types of antennas and wireless systems, and IT test equipment
- understand maintenance processes and how to apply them in working practices
- understand and apply the basic elements and architecture of computer systems
- understand where to apply the relevant numerical skills e.g. Binary
- understand the relevant networking skills necessary to maintain a secure network
- understand the similarities, differences and benefits of the current operating systems available
- understand how to operate remotely, and how to deploy and securely integrate mobile devices
- have an understanding and working knowledge of Cloud and Cloud Services
- understand the importance of disaster recovery, how a disaster recovery plan works and their role within it
- understand the similarities and differences between a range of coding and logic
- understand and comply with business processes
- have a working knowledge of business IT skills relevant to the organisation

## Underpinning Skills, Attitudes and Behaviours

Information Communication Technicians will have:

- logical and creative thinking skills
- analytical and problem-solving skills
- ability to work independently and to take responsibility
- ability to use own initiative
- a thorough and organised approach
- ability to work with a range of internal and external people
- ability to communicate effectively in a variety of situations
- ability to maintain productive, professional and secure working environment

## Qualifications

Apprentices must achieve one knowledge module or vendor/professional qualification from each of the five sections in the list below. Further details on the knowledge modules are available in the occupational brief available from https://www.nsar.co.uk/digital-eqa/digital-apprenticeship-standards/

**Ofqual-regulated Knowledge Modules or Vendor/professional qualifications**

Knowledge Module 1: Networking and Architecture
(for Level 3 Infrastructure Technician Apprenticeships)
CCNA 1*

- MTA Network Fundamentals
- Network +* A +
- CIW Network Technology Associate*

Knowledge Module 2: Mobile and Operating Systems
(for Level 3 Infrastructure Technician Apprenticeships)
CCNA Security*

- MCP Managing and Maintaining Windows 8* MCP Configuring Windows 8*
- MTA Mobility and Devices Fundamentals*
- Security + Mobile +
- CIW – Internet Business Associate
- CIW – Mobile Application Development

Knowledge Module 3: Cloud Services
(for Level 3 Infrastructure Technician Apprenticeships)

- MTA Server Admin* Enabling Office 365 Services
- Enabling Office 365 Identities and Requirements
- MTA Cloud Fundamentals
- Install Configure Windows Server 2012 * Administration of Windows Server 2012*
- Configure Advanced Windows Server 2012 Services*

Knowledge Module 4: Coding and Logic
(for Level 3 Infrastructure Technician Apprenticeships)

- MTA Software Development Fundamentals
- App Development

Knowledge Module 5: Business Processes
(for Level 3 Infrastructure Technician Apprenticeships)

- CIW – Internet Business Associate
- ITIL Foundation Level

*Or their direct replacement*

Individual employers will select which knowledge module or vendor/professional qualification the apprentices should take from each of the five sections in the list above.

## Training, Tutoring and Assessment

The whole programme takes around 18 months to complete, at which point your apprentice can start their final assessment. The pace at which the apprentice progresses will be driven by you and the apprentice. We will work closely with you to plan and deliver appropriate support and training. Your apprentice will mainly learn on the job, but one-to-one tutoring is a key part of the new Apprenticeship Standards, not just assessment, with more time on tutoring as part of the 20% off-the-job training. Employers are expected to supervise and support apprentices through various forms of coaching and training to meet the levels of competence and applied knowledge outlined above.

We will carry out joint reviews with you at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development. Your apprentice will be expected to keep a portfolio to track their learning and development throughout the Apprenticeship.

Technical knowledge and understanding is assessed on programme through a combination of Ofqual-regulated Knowledge Modules (see above) and specified vendor/professional qualifications if required. These must be passed before the End Point Assessment can be taken.

## End Point Assessment

In conjunction with the College, you will be asked to formally sign-off that the apprentice has met the minimum requirements for knowledge, skills and behaviours within the Apprenticeship Standard and confirm they are ready to move on to the end assessment, which will be measured as follows:

- **Portfolio:** Produced towards the end of the Apprenticeship, the portfolio will contain evidence from real work projects that have been completed during the Apprenticeship on the application of knowledge, competencies and behaviours detailed in the Standard.

- **Project:** The apprentice will undertake a business-related project over a one-week period away from the day to day workplace.

- **Employer Reference:** This is your account of how the apprentice has performed in the workplace and how they have applied their knowledge, competencies and behaviours.

- **Structured Interview:** Exploring what has been produced in the portfolio and the project. The interview provides an opportunity for further evidence to be gathered and explored in more detail against any of the knowledge, competencies or behaviours.

*For more information on the assessment for Infrastructure Technician Apprenticeship, please see the full assessment plan and occupational brief as part of the Apprenticeship Standard documentation. We will arrange the End Point Assessment.*

## Apprentice Entry Requirements

As the employer, you will set the selection criteria, but this is likely to include five GCSEs, (including 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. Level 2 English and Maths will need to be passed, if not already, prior to taking the final assessment; we will provide tutoring for this.

## Progression Opportunities

Software Developer Apprenticeship - Level 4

This Apprenticeship is recognised for entry onto the register of IT Technicians confirming SFIA Level 3 professional competence and those completing the Apprenticeship are eligible to apply for registration.

## More Information

To find out more about the opportunities and financing of Apprenticeships and to discuss your particular requirements, please email **apprenticeshipsandtraining@sheffcol. ac.uk** or call **0114 260 2600** to speak to one of our friendly employer advisors.

## Get In Touch

**Email**
apprenticeshipsandtraining@sheffcol.ac.uk

**Call**
0114 260 2600

**Twitter**
@ShefcolAppsPlus

**Facebook**
facebook.com/SheffcolAppsPlus

**LinkedIn**
linkedin.com/company/the-sheffield-college

## Why choose The Sheffield College?

As one of the region's largest providers of Apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

*We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.*

*We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an Apprenticeship training programme as smooth as possible. Our employer partnership team, Apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.*

*At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.*