

Information Communication Technician

Sector	Relevant to all employment sectors
Who is it for?	New recruits and existing staff
Start date	September and January
Level	3
Duration	18 months plus three months for end-point assessment
End-point assessment	Professional discussion underpinned by portfolio and project report with questioning
Qualification	Level 3 Information Communication Technician
Delivery model	Weekly college session

This standard aims to give the Apprentice the knowledge, skills and behaviours to successfully complete ICT tasks and duties.

Day-to-day tasks may include installing and configuring computer systems, diagnosing hardware and/or software faults, solving technical and application problems.

Typical job roles include:

Support technician

Network technician

Digital communications technician

What your Apprentice will learn



Apprentices develop knowledge, skills and behaviours to be able to work effectively in their job role.

These form the Apprenticeship standard that has been developed and agreed with employers.

The knowledge, skills and behaviours that your Apprentice will learn include:

Knowledge

Methods of communication including level of technical terminology

Key principles of security

Basic elements of network communication architectures

Different types of connectivity and cabling

The purpose of digital communications technologies

Skills

Interpreting and prioritising internal or external customer's requirements

Applying the appropriate tools and techniques to undertake fault finding

Establishing digital communication or telecommunications systems

Identifying a range of tools and or diagnostic equipment

Behaviours

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

Communicates technical and non-technical information in a variety of situations

Demonstrates a productive and organised approach to their work

Self motivated






100%

pass rate at end-point assessment
in 2023/24 for this standard

Get in touch

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