



INFORMATION COMMUNICATIONS TECHNICIAN

Level 3
Duration 22 months

The Information Communications Technician apprenticeship equips individuals with the ability to deliver efficient operation and control of the IT and network infrastructure (physical or virtual hardware, software, network services and data storage) either on-premises or provisioned as cloud services. Information Communications Technicians monitor, administer, troubleshoot, and support ICT systems and they interact with a wide range of stakeholders supporting them remotely or face-to-face. This apprenticeship provides the skills and knowledge to apply to an array of specialist roles supporting business operations, with a strong focus on customer solutions. Networking, Server, IT Essentials, Secure Communications, programming, and databases are examples of typical tasks and projects undertaken by an Information Communications Technician apprentice.

JOB EXAMPLES

Support Technician - Help Desk support, First-Line support, Office IT Technician, IT Support Analyst, IT Support Officer, Maintenance Support Technician, Data Centre Support Technician, Cyber/Security support.

Network Technician - Network Support, IT Field Technician, Cloud Technician, Digital Communications Technician, Network Field Operative.

THE PROGRAMME

There are three options within this standard:

Support Technician

- Address IT issues by prioritising in response to customer service level agreements
- Support the roll out of upgrades or new systems or applications
- Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets

Network Technician

- Complete cabling tasks for example coaxial, copper, fibre or remotely
- Administer mobile devices on a network
- Deliver network tasks prioritising security with a view to mitigating and defending against security risks.

Digital Communications Technician

- Maintain computer systems or telecommunication networks
- Research solutions to maintain network communication architectures
- Monitor and report telecommunications or communications systems performance to enable service delivery



LONDON
SOUTH EAST
COLLEGES

Commitment from the Employer and Staff:

During the Apprenticeship programme, 20% of the contracted working hours will be spent on the learning and developing the required Knowledge, Skills and Behaviours. This development time will include learning new relevant tasks within their role, embedding the knowledge within their role, practical workplace training, spending development time with their Line Manager, attending online/face-to-face courses and time writing assignments/assessments including directed self-study hours:

- Evidencing the application knowledge within their working day
- Independent study and research
- Shadowing colleagues and mentoring
- Technical training

Qualification and Professional membership

Level 3 Information Communication Technician Apprenticeship Standard

Level 2 Functional Skills Maths and English (if required)

Gateway

- Apprentices without Level 2 English and mathematics will need to achieve this level prior to taking their EPA.

End point assessment

- Professional Discussion underpinned by portfolio.
- Project Report with questioning

DELIVERY

Induction

One day induction to Apprenticeship programme, meeting with a Skills Coach and Delivery Plan agreed.

In college

One workshop session a month for the duration of Programme

One workshop for Maths and English

Online

Supporting material throughout, including access to smart assessor (e-portfolio).

Assessment

On programme assessments every 6-8 weeks, including progress reviews every 8-10 weeks.

General Enquiries:
employers@lsec.ac.uk
020 3954 4965



KNOWLEDGE/ SKILLS

Support Technician

- Maintenance or repair of systems faults
- Support for the roll-out of installation and commission of new systems or upgrades

Network Technician

- Installation and commission of networks
- Maintenance or repair of network equipment
- Installation, configuration or maintenance task on either ICT related hardware or software

Digital Communications Technician

- Installation and commission of telecoms networks
- Maintenance or repair of telecoms network equipment
- Installation, configuration or maintenance task on either ICT related hardware or software

BEHAVIOURS

- Work professionally
- Communication
- Organised
- Self-motivated

ENTRY REQUIREMENTS

Individual employers will set the selection criteria, but this is likely to include five GCSEs, (especially 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. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

CAREER PROGRESSION

Network Engineer Level 4, Software Developer Level 4, Cyber Security Technician Level 4, Digital & Technology Solutions Professional Degree Apprenticeship.

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