



# Exeter College IT & Software Development Apprenticeship Factsheet

## LEVEL 3 INFORMATION COMMUNICATION TECHNICIAN

### AIMED AT

Those who are delivering efficient operation and control of IT infrastructure comprising physical or virtual hardware, software, network services and data storage.

### JOB ROLE REQUIREMENTS

Apprentices will need to be working towards and achieve the following job role requirements before their end point assessment:

- Providing technical support and advice to customers (internal, external, or both).
- Fault diagnostics and problem-solving.
- Hardware and software testing.
- Working with data storage and backup systems.
- Monitoring IT security and actioning security issues as appropriate.
- Interpret technical specifications relevant to the ICT task.
- Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues.
- Communicate with all levels of stakeholders, keeping them informed of progress and managing escalation and expectations.
- Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues.
- Install and configure relevant software and hardware as appropriate, for example: mobile apps, printers, projectors, scanners and cameras.
- Address IT issues by prioritising in response to customer service level agreements.
- Support the rollout of upgrades or new systems or applications.

### TOPICS COVERED

- Coding & Logic - including scripting, PowerShell, and batch files creation.
- Business Processes - including IT Helpdesk, legislation, communication and customer service.
- Mobile & Operating Systems - including understanding the OS environment, security, encryption, software and disaster recovery.
- Cloud Services - including cloud fundamentals and theory, focussing on AWS and Azure.
- Networking & Architecture - including physical and virtual network setup and configuration, network administration using Active Directory, network security.

### END POINT ASSESSMENT (EPA)

A summative assessment completed by an Independent End Point Assessor from City & Guilds once all on-programme elements have been completed. The assessment method for Level 3 Information Communication Technician:

- ✓ Professional Discussion underpinned by Portfolio
- ✓ Project Report with Q&A

### FUNCTIONAL SKILLS (IF REQUIRED)

**English Level 2:** Assessments and exams for Reading, Writing, Speaking & Listening

**Maths Level 2:** Exam

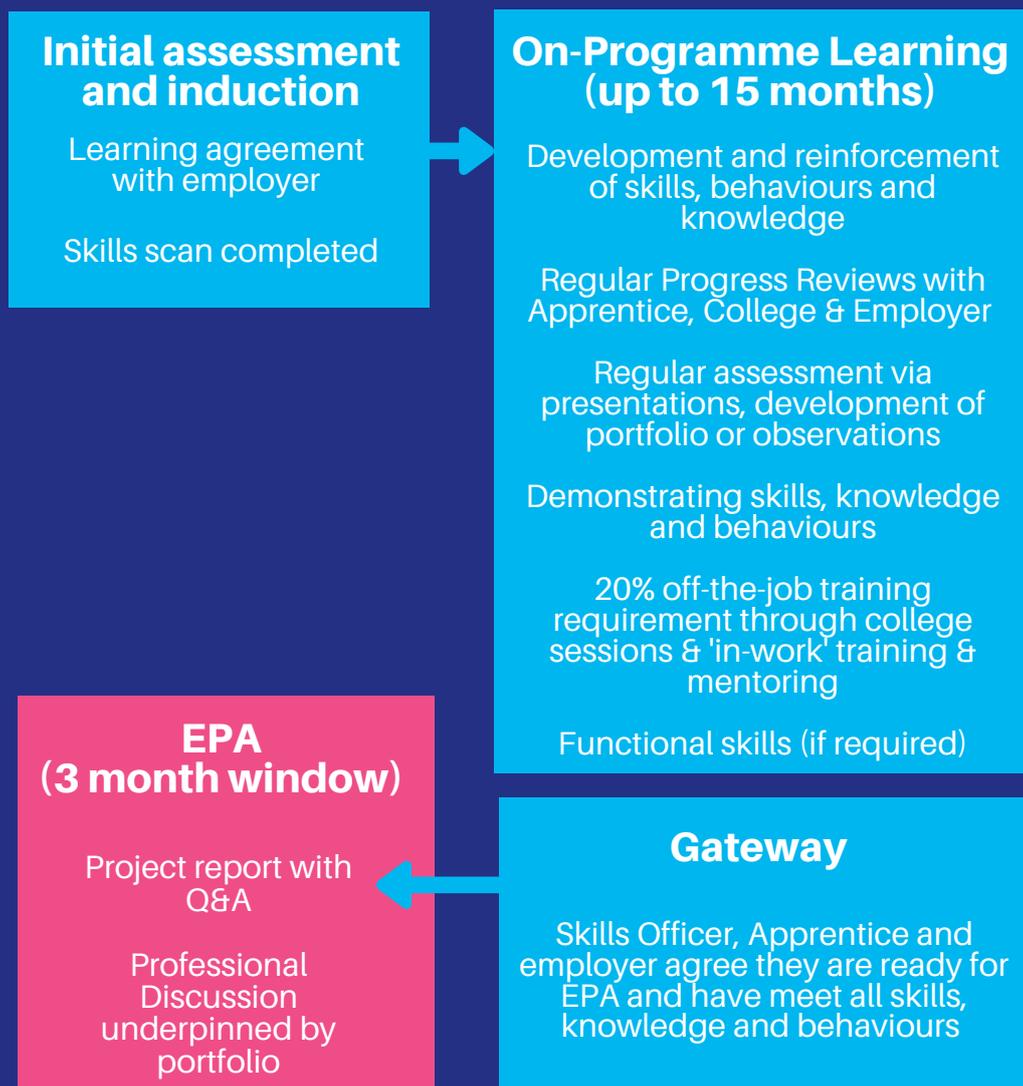
Minimum course entry requirements are Grade 4/C for GCSE Mathematics and English (either Language or Literature) or equivalent

## EMPLOYER INVOLVEMENT

- Support the learner by allowing them to undertake relevant tasks and give opportunities to develop, and evidence knowledge and skills to meet the Standard.
- Take part in regular review meetings with the college and the learner to review progress.
- Support the learner with planning and implementing a suitable stand-alone project for their End Point Assessment.

## TIMESCALES

### Level 3 Information Communication Technician (18 months)



## ACHIEVE

- Level 3 Information Communication Technician Apprenticeship Standard

## PROGRESSION ROUTES

HND Computing

CISCO Vendor certification