INFORMATION COMMUNICATIONS TECHNICIAN

An Information Communications Technician (ICT) provides support to internal and/or external customers, by using tools or systems to problem solve and trouble-shoot routine and non-routine problems. This occupation supports clients/customers with their systems. They achieve this through monitoring and maintaining the systems and/or platforms to maximise productivity and user experience. The Apprentice will typically spend 18 months on programme.

Course overview

To achieve The Information Communications Technician apprenticeship (Support Technician route) the following occupational duties must be achieved:

Duty 1 Provide technical support to customers both internal and external through a range of communication channels

Duty 2 Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools

Duty 3 Interpret technical specifications relevant to the ICT task

Duty 4 Apply the appropriate security policies to ICT tasks in line with organisational requirements

Duty 5 Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues

Duty 6 Communicate with all levels of stakeholders, talking them through steps to take to resolve issues or set up systems, keeping them informed of progress and managing escalation and expectations

Duty 7 Apply appropriate testing methodologies to hardware or software or cabling assets

Course code
AS3 ICT

Award on successful completion
Information communications Technician level 3 standard

Study type
Workplace

Level
3

Start date
Flexible

Duration
21 months

Fees
£15,000. Funded by government 16-21, 22+ 5% employer contribution unless levy

Location
Workplace

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Duty 8 Practice guided continuous self-learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development

Duty 9 Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues

Duty 10 Install and configure relevant software and hardware as appropriate for example: mobile apps, printers, projectors, scanners and cameras.

Duty 11 Address IT issues by prioritising in response to customer service level agreements

Duty 12 Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets

Duty 13 Support the roll out of upgrades or new systems or applications

Successful completion of this standard will enable the individual to become a member of

Entry requirements

To optimise success, candidates will typically have English and maths GCSE at Grade 4 or equivalent.

How will I be assessed?

Employer and training provider will formally sign-off the apprentice's readiness for the independent End Point Assessment (EPA) This is the point at which the apprentice has met, and can confidently apply, the knowledge, skills and behaviours detailed within the apprenticeship standard. EPA is typically expected to conclude within 3 months.

The EPA consists of the following elements:

Assessment method 1: Professional discussion underpinned by portfolio

Assessment method 2: Project report with questioning

Both assessment methods must be achieved to successfully complete the apprenticeship. The End Point Assessor has the final decision.

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