

THE APPRENTICE and TRAINING PARTNERSHIP

LEVEL 3 INFRASTRUCTURE TECHNICIAN

Programme Overview:

An Infrastructure 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 trouble shoot non routine problems. The Infrastructure Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity.

Entry Requirements:

Individual employers will select the entry criteria, but this is likely to include 5 GCSEs (including English, Maths and a Science or Technology subject); a relevant Level 2 apprenticeship; other relevant qualifications.

Initial Assessments:

Initial assessments for Maths and English will be carried out for all apprentices using an approved diagnostic tool. This will include a full diagnostic of knowledge in Maths and English to gauge the level at which the apprentice is working. This will enable us to support the apprentice and structure training provision. Learner's suitability for the chosen apprenticeship programme is also initially assessed to ensure each learner is on the most appropriate programme for their chosen career path.

Programme Duration:

Level 3 Apprenticeship: 12 months (minimum of 12 months before End-Point Assessment can be accessed).

Who is it for?

Typical job roles will include;

- Help Desk Technician
- First or Second Line Support
- IT Infrastructure Technician
- Network Support

Delivery Model:

A minimum of 20% of the apprenticeship training takes place off-the-job and is flexibly delivered to suit your business. Training can be a combination of classroom and workplace workshops, block-training or day-release at our centre; with the remaining time being spent in the workplace.

A full timetable for training, ongoing assessment and End-Point Assessment will be issued to both you as the employer; and the apprentice, once the delivery model and training elements have been agreed.

On Programme Assessment will take the form of progress reviews with the trainer, employer and apprentice at least every 12 weeks. Feedback with ongoing development will include additional learning materials, resources and training delivered through the apprentice's e-portfolio OneFile; to which employers have access to view the progress and the development of each apprentice.

End Point Assessment:

As the Apprentice progresses through the Apprenticeship, the employer and training provider will agree the apprentice has met the Standard and is ready for End Point Assessment. This is called the 'Gateway' and will trigger End-Point Assessment.

This is carried out by a Qualified Independent Assessor by an Approved External Awarding Organisation and will test the knowledge and competencies of the apprentice using a range of methods, these can include; an interview, scenarios with questions, portfolio of evidence sampled, professional discussion, watching a presentation of the apprentice's evidence plus other methods.

The Independent Assessor will make the final judgement as to whether the apprentice has fully met the requirements of the Standard. Grading will also be awarded with a maximum mark of 100, this will be awarded by the Independent Assessor based on the apprentice's assessment. Grades awarded are distinction, merit, pass or fail. End-Point Assessment is normally carried out in the workplace.

Programme Structure:

Technical Competencies

- **Communication:** Works 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:** Demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance, legislation.
- **Remote Infrastructure:** Effectively operates a range of mobile devices and securely add them to a network in accordance with organisations policies and procedures
- **Data:** Effectively records, analyses and communicates 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:** Applies 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:** Works flexibly and demonstrates the ability to work under pressure to progress allocated tasks in accordance with the organisation's reporting and quality systems
- **Health and Safety:** Interprets and follows IT legislation to securely and professionally work productively in the work environment
- **Performance:** Optimises the performance of hardware, software and Network Systems and services in line with business requirements
- **Technical:** Can explain the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive)

Technical Knowledge and Understanding

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

Underpinning Skills, Attitudes and Behaviours

- Logical and creative thinking skills
- Analytical and problem solving skills
- Ability to work independently and to take responsibility
- Can 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
- Maintain productive, professional and secure working environment

Qualifications:

Apprentices must achieve one Knowledge or Vendor/ Professional qualification from each of these 5 sections. NB/ an apprentice can be exempt from sitting one of the BCS knowledge module qualifications by passing one of the approved vendor or professional qualifications below instead.

Section 1 ▶ Knowledge Module 1:

BCS Networking and Architecture OR;
One of;
CCNA 1
MTA Network Fundamentals
Network +
A+

Section 2 ▶ Knowledge Module 2:

BCS Mobile and Operating Systems OR;
One of;
CCNA security
MTA Installing and configuring Windows 10 (or MCP Windows 8)
MTA Mobility and Devices Fundamentals
Security +
Mobile +

Section 3 ▶ Knowledge Module 3:

BCS Cloud Services OR;
One of;
MTA server admin
Enabling Office 365 Services / identities and requirements
MTA Cloud fundamentals
Windows Server 2012

Section 4 ▶ Knowledge Module 4:

BCS Coding and Logic OR;
MTA App Development (HTML5)

Section 5 ▶ Knowledge Module 5:

BCS Business Processes OR;
ITIL Foundation level

The designated trainer will support the employer and apprentice throughout the programme as a single point of contact for questions and queries. This includes additional support for portfolio and project preparation, along with any advice and guidance needed.

Progression:

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