Level 3 Information Communications Technician (Network Technician)

Organisations increasingly rely on computer and communications systems in all areas of their operations and decision-making processes. It is therefore crucial to ensure the optimal performance and maintenance of systems. An Information Communication Technician (ICT) is critical to achieving this.

The broad purpose of the ICT occupation is to deliver efficient operation and control of the IT and/or Telecommunications infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or to end-users provisioned as cloud services that is required to deliver and support the information systems needs of an organisation.

A Network Technician role is usually desk based but may involve visits to client's premises to resolve issues. For example, a Network Technician working in a university or a college they may be installing a computer lab as a training suite including cabling and hardware requirements. They may be required to install cloud services to support a business expansion and provide better network services.

In a contact centre environment, they may use network management tools to collect and report on network load and performance statistics to improve commercial outcomes.

In a retail bank they may contribute to the implementation of maintenance and installation work using standard procedures and tools to carry out defined system backups, restoring data where necessary.

DURATION

The apprenticeship will typically take 22 months to complete.

LEVEL

This apprenticeship standard is at Level 3.

QUALIFICATIONS

Where an information communications technician has not already achieved Level 2 English and Maths, they must do so before taking the end-point assessment.

PROFESSIONAL RECOGNITION

This standard aligns with the following professional recognition:
- RITTech for 3

HBTC

Hull | Grimsby | Scunthorpe

On Programme Learning

To achieve the Information Communication Technician Apprenticeship Standard apprentices are required to complete successfully:
• the on-programme period of training and development, including achieving the required Maths and English qualifications
• the end-point assessment (EPA)
On-programme learning will increase skills, knowledge and behaviours in the following areas:

SKILLS	KNOWLEDGE	BEHAVIOURS
• Customer communication • Fault finding and rectification • Operate securely • Interpersonal skills • Prioritise • Escalation • Document completion • Resolve customer requirements • Health and safety	• Back up and storage • Technical documentation • Troublehooting and fault finding • Basic network addressing • Cloud based services • Virtual networks • Diversity • Security • Physical networks • Legislation	• Professionalism • Personal qualities • Managing performance • Adaptability • Responsibility • Communicate technical and non-technical information

The Network Technician Apprentice will also be required to:
• 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 mitigatingand defending against security risks.
• Install and configure relevant software and physical or virtual hardware as appropriate

The end-point assessment for the Information Communication Technician Apprenticeship Standard consists of the following two assessment components:
• Professional discussion underpinned by portfolio - 60 minutes
• Project report with questioning - report to be created in advance of questioning. Questioning consists of a minimum of 5 questions lasting for a minimum of 30 minutes.

Off-the-Job Training

Apprenticeships are about upskilling an individual. Reaching occupational competency takes time. Many employers and apprentices have praised the positive effect off-the-job training has on their productivity and apprentices feel valued by the significant investment in their training. You may already have existing training programmes or materials you can use to deliver elements of the apprentice's off-the-job training. Off the job learning at HBTC may include sessions at the training centre, with follow up tasks being assigned in the workplace, time for assignments and research and specific training within the workplace. All off the job training must be relevant to the Apprenticeship Standard being undertaken. This will be agreed before the learner commences the programme and a flexible approach will be taken to meet learner and employer needs.