

Information Communications Technician (L3) Apprenticeship Standard

Level: 3

Type: Part Time, Apprenticeship

Start Date: Various - Various

Course Code: CQ4AS3ICT

Typical Duration: 2 Year(s)

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This standard will enable learners to develop their knowledge, skills and behaviours so they can help deliver and support the information systems needs of an organisation. The learners will be equipped with the skills to help organisations prepare for new or changed services. They will also learn how to operate throughout the change process helping with the maintenance of regulatory, legal, and professional standards in the delivery of systems.

The learners will be involved with building and managing systems and components in virtualised and cloud computing environments. A key part of their role will be monitoring the performance of systems and services in relation to their contribution to business performance, system security and sustainability. The learner will make their contribution through applying infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components.

The learner will provide support to internal and/or external customers, by using tools or systems to problem solve and trouble-shoot routine and non-routine problems. This apprenticeship also supports clients/customers to run their systems efficiently.

An ICT apprentice could be installing and configuring computer systems, diagnosing hardware and/or software faults, solving technical and applications problems, either remotely or in person. The work of an ICT apprentice can involve a vast array of specialist roles supporting business critical requirements and focus on customer solutions.

This qualification provides learners with the skills and knowledge needed to effectively manage and maintain the information needs of an organisation. It covers a wide range of topics including:

- Principles of operating systems, hardware system architectures and devices
- Remote operation of devices including how to deploy and securely integrate mobile devices into a network
- Virtualisation of servers, applications and networks
- Approaches to system upgrades and updates and their significance
- Network infrastructure architectures including Wi-Fi and wired networks
- Principles of peripherals for example: printers and scanners
- Principles of cultural awareness and how diversity impacts on delivery of support tasks
- Methods of communication including level of technical terminology to use to technical and non-technical stakeholders
- Different types of maintenance and preventative measures to reduce the incidence of faults

About the course

The Information Communication Technician Level 3 apprenticeship is designed for individuals working in IT support or technical roles who want to gain a nationally recognised qualification. It supports learners working independently or as part of a team, developing the knowledge and practical skills needed to install, maintain and support IT systems and services.

In this role, learners interact with internal and external users to resolve technical issues and ensure systems run efficiently. They work across areas such as hardware, software, networks and security, while delivering strong customer service and communication. The programme also builds skills in troubleshooting, problem solving, prioritisation, and effectively managing incidents and service requests.

Suitable job roles include: IT Support Technician, Helpdesk Analyst, Service Desk Technician, Technical Support Analyst, IT Support Engineer, Desktop Support Technician, Network Support Technician, Field Support Technician, Systems Support Technician and ICT Technician.

Apprentices may attend college on day release one day a week during term time for one academic year. There is no upper age limit for apprenticeships making it a course ideal for those looking to start a career in a particular sector and looking to get qualifications that recognise their experience and gives them opportunity to progress further in their career.

Progression and career opportunities

Progression onto higher-level apprenticeships such as; Network Engineer, Cyber Security Technologist, Data Analyst, Artificial Intelligence (AI) and Automation Practitioner or further learning.

Entry requirements

There are no formal entry requirements for this qualification; however, learners must be employed in a suitable administrative role and hold GCSE Grade 4 or above in English and Mathematics, unless they are aged 19 or over.

Assessment

This programme is delivered by CRC and the workplace and focuses on developing the knowledge, skills and behaviors needed to succeed in an IT support role. Whilst on program apprentices will build a showcase portfolio of evidence comprising of 5 work-based projects. Once learners finish their training they will go through Gateway and complete the two components of the End-Point Assessment.

1. Assessment Method 1
Professional discussion underpinned by a portfolio of evidence.

2. Assessment Method 2 – comprising of two parts;
Project report: work-based project that meets the need of the business, is relevant to the job role and allows the relevant KSBs to be demonstrated for EPA.
Questioning: discussion and questioning relating to the project report.

Disclaimer
Whilst every effort is made to ensure the information is correct, some details may be subject to change. Cambridge Regional College reserves the right to make amendments to the courses, dates, fees or other details, and to make cancellations or changes if numbers are insufficient.