



Developing Tomorrows Workforce, Today.

About Us

Basingstoke ITEC is a charity that is primarily funded through the Government Apprenticeship programmes and charitable contributions. We have been working with employers and learners successfully for over 40 years.

We think it is really important to support the community by providing a solid foundation of personal development for the corner stone of everyone's future careers. We want learners to recognise their innate characteristics and suitability for their future careers. We help employers develop tomorrow's workforce today.

Our vision is for Basingstoke ITEC to be recognised as the Digital and IT training provider who can be relied upon to provide an outstanding learning experience. Although we are based in Basingstoke, we work predominantly across the South East but have the ability to work across England.





Information Communication Technician – ICT Level 3 Curriculum

This is an overview of the ICT Level 3 curriculum. We want to work with you to develop a bespoke learning plan to enable us to deliver the knowledge in a logical sequence.

We will complete an initial assessment, skill scan and math and English assessment to determine the needs of the apprentices. Our aim is for the apprenticeship programme to have a positive impact for you and for the apprentice so that they receive a great learning experience.

This plan is fully adaptable to support those with special educational needs or disabilities.

What is the ICT Standard?

The Information Communication Technician occupation delivers efficient operation and control of the IT and/or Telecommunications infrastructure.

This core duties of this role involve:

- Providing technical support to customers both internal and external through a range of communication channels.
- Establishing and diagnosing ICT problems/faults using the required troubleshooting methodology and tools.
- Applying appropriate testing methodologies and processes to resolve ICT technical issues.
- Installing and configuring software and hardware.

Who is this for?

The roles associated with this role can vary but typical job titles include:

- Help Desk Support
- Network Support
- COmmunication Technician

Delivery

The delivery of this apprenticeship will include:

- One to one support on a monthly basis from your Trainer.
- Monthly workshops with your trainer to develop the knowledge, skills and behaviours of the standard.
- All apprentices will have access to an e-portfolio.
- Maths and English functional skills training – If required depending on GCSE results.

Duration

- The duration of the Level 3 ICT Apprenticeship will typically take 19 months to complete.
- The learning phase in the first 15 months is known as being 'On Programme' this is where the Knowledge, Skills and Behaviours required for the standard will be developed.
- The final 4 months of the apprenticeship will be the completion of the 'End-Point Assessment' phase.

What is covered in ICT?

Core Occupation Duties

- Provide technical support to customers both internal and external through a range of communication channels
- Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools
- Interpret technical specifications relevant to the ICT task
- Apply the appropriate security policies to ICT tasks in line with organisational requirements
- Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues
- 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
- Apply appropriate testing methodologies to hardware or software or cabling assets
- Practice guided continuous self learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development
- Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues

Pathway Options

In addition to the apprentices core modules they will also select on of the following pathway options based on the specialism of their role.

It is key that the employer is involved in the decision of which pathway the apprentice will specialise in as the job requirements need to meet the pathway duties.

Support Technician Pathway

- 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.
- Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets.
- Support the roll out of upgrades or new systems or applications

Network Technician Pathway

- 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 mitigating and defending against security risks.
- Install and configure relevant software and physical or virtual hardware as appropriate for example: network devices, switches and routers

Digital Communications Technician Pathway

- Complete cabling tasks for example coaxial, copper, fibre or remotely.
- Install and commission computer or telecoms hardware.
- Maintain computer systems or telecommunications networks.
- Research solutions to maintain network communication architectures.
- Monitor and report telecommunications or communications systems performance to enable service delivery.

Gateway and End Point Assessment

Once all the modules have been completed, the portfolio is completed and any maths or English exam are achieved, the apprentice, employer and Basingstoke ITEC will make the decision to progress to the End-Point Assessment.

Apprentices will enter a period called 'Gateway' they will be prepped and supported by Basingstoke ITEC for each stage of their End-Point Assessment. Certificates will be released upon completion of the end-point assessment and the apprenticeship will then be considered achieved.

End-Point Assessment



Portfolio & Interview

Professional discussion underpinned by portfolio



Project

Project carried out over 4 weeks, including written report and questioning

Progression Opportunities

On completion of the Level 3 ICT Apprenticeship, there is the opportunity for progression, depending on your job role.

What will apprentices gain upon completion?

Upon completion of the Level 3 ICT apprenticeship you will have achieved the following:

- Level 3 ICT Apprenticeship – Pass, Merit or Distinction grade
- Level 2 Functional Skills in Maths (if required)
- Level 2 Functional Skills in English (if required)

✦ Learner Journey – Delivery Process ✦

1-3 | 4-6 | 7-9 | 10-12 | 13-15 | 16-19
Months

Induction

Development of Knowledge, Skills and Behaviours for standard

EPA Prep

Develop showcase portfolio for assessment

End Point Assessment

Maths and English Functional Skills (If Required)

Monthly trainer sessions and workshops – face to face and / or remote

Feedback