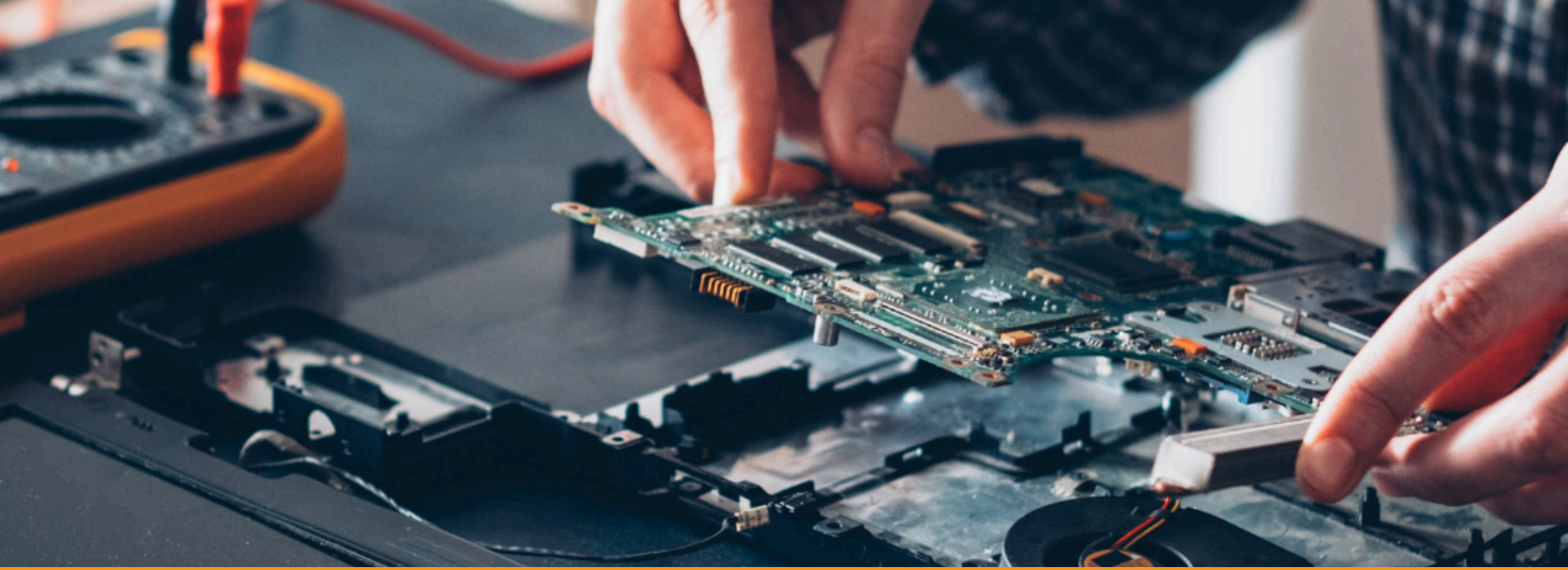




Developing Tomorrows Workforce, Today.

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.





IT Solutions Technician Level 3 Curriculum

This is an overview of the IT Solutions Technician 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 IT Solutions Technician Standard?

The role of the IT Solutions Technician is to develop, implement and maintain complete IT solutions such as networks, operating systems and applications. Core skills include:

- Applying a professional methodology or framework in their work tasks at any stage of the solution lifecycle which will include appropriate due diligence, including formal testing or validation.
- Diagnosing and understanding client requirements and problems using sound analytical and problem solving skills
- Identifying appropriate technical solutions using both logical and creative thinking resolving using a range of technical IT skills, creating and maintain appropriate documentation and records

Who is this for?

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

- Junior applications Support technician
- Junior Systems Analyst
- IT Support Technician
- Junior IT systems support

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 IT Solutions Technician Apprenticeship will typically take 20 months to complete.
- The learning phase in the first 16 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 IT Solutions Technician? ✦

Core Occupation Duties

- Works within a defined role within a solutions development lifecycle.
- Apply prioritisation methodologies to manage workload and tasks in order to support timely completion of projects and solutions whilst working within a defined and structured approach.
- Apply technical IT knowledge and skills across solution architecture.
- Investigate existing systems and apply technical research to support the design of new solutions in order to meet project and business requirements.
- Identify a variety of potential solutions to meet requirements, considering economic impacts.
- Demonstrate technical contribution to a chosen solution.
- Safely implement tested solutions whilst considering sustainability factors.
- Communicate with stakeholders throughout the solution process, managing expectations whilst providing an excellent and inclusive service.
- Test and manage issues that arise across any stages of the Solutions Life Cycle.
- Create, and or maintain, professional documentation to ensure a clear audit trail and progression of issues.
- Create test plans and apply a range of testing tools that allow a solution to be thoroughly tested to ensure it is working as expected.
- Apply security measures and securely manage data throughout the solution lifecycle, in line with legislation and the organisation's policies and requirements.
- Practice guided continuous self-learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development.

Gateway and End Point Assessment

Once all the duties have been completed along any maths and English exams and the portfolio is completed, 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



ASSESSMENT METHOD 1

Work-based project completed over a 4 week period, with presentation and questioning



Portfolio

Full evidence of knowledge, skills and Behaviours



ASSESSMENT METHOD 2

Professional Discussion

GATEWAY

PRE GATEWAY

POST GATEWAY

Progression Opportunities

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

What will apprentice gain upon completion?

- Level 3 IT Solutions Technician 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

10-13

Months

14-16

17-19

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 remote

Feedback