

INFORMATION COMMUNICATION TECHNICIAN

This training programme has been designed for those working in the IT, software and digital sector. Individuals deliver efficient operation and control of the IT and telecommunications infrastructure. They typically undertake a vast array of specialist roles such as networking, server, IT essentials, secure communications, programming and databases. In their daily work, they typically interact with a wide variety of internal or external users of digital systems, through digital channels, remotely and or face to face.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

The programme in brief

- Level 3
- Duration - 12 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Level 1 and 2 Functional Skills where appropriate
- End-Point Assessment



Call: **01388 777 129**

Email: **training@learningcurvegroup.co.uk**

Visit: **www.learningcurvegroup.co.uk**

The learner journey

1. 12 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. You will be required to spend at least six hours a week on off-the-job training in order to meet the course requirements.

2. Gateway – After the 15 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

We want to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

We will facilitate the delivery of the learners End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Take a look at our full [Apprenticeship Offer](#)

What your employees will learn

Knowledge:

Back up and storage solutions; technical documentation; root cause problem solving; network addressing; cloud-based services; virtual networks and components; cultural awareness; methods of communication; maintenance and preventative measures; secure systems; documenting findings; legislation; operating systems, hardware system and devices; remote operation; peripherals; servers, applications and networks; disaster recovery; test plans; asset registers; system upgrades; log files; network infrastructure; OSI layers; cloud and network architecture; DNS/DHCP; cloud platforms; LANs and WANs; virtualisation of servers; network protocols; API's and web services; cloud storage; back up procedures; databases and migration; cloud security and firewalls; DevOps; connectivity and cabling; network protocols; digital communications; network performance; digital test and diagnostic; VPN and remote access.

Skills:

Interpret and prioritise customer's requirements; fault finding and rectification; security of personal data; effective working relationships; manage workload; complete documentation relevant to task; basic software upgrades; diagnose IT support task; provide remote support; safe working environments; identify best solution; test and evaluate system's performance; escalate non routine problems; basic scripting; routine maintenance; security; cabling or connectors; monitor performance; deploy applications; set up storage; carry out routine maintenance; monitor network-related workloads; undertake basic upgrades; digital communication; diagnostic equipment; telecommunications activities; identify operational issues.

Behaviours:

Works professionally, taking initiative and acting with an ethical approach; communicates technical and non-technical information in a variety of situations to support effective working; demonstrates a productive and organised approach to their work; self-motivated and takes responsibility to complete the job.

For more information visit: [Institute of Apprenticeships](#)