ICT Support Technician - Level 3

LEARNING JOURNEY

LEARNING CURVE GROUP

Unit 1 (4 weeks)

This unit focuses on:
Giving an overview of IT support and the expectations of the role

Unit 2 (4 weeks)

This unit focuses on:
Communication, technical documentation and legislation

Unit 3 (4 weeks)

This unit focuses on:
System fundamentals, architecture and Operating Systems.

Unit 4 (4 weeks)

This unit focuses on:
The principles of cloud and cloud security.

Unit 5 (4 weeks)

This unit focuses on:
Security fundamentals and encryptions.

Unit 6 (4 weeks)

This unit focuses on:
Network protocols and binary.

Unit 7 (4 weeks)

This unit focuses on:
Fault finding methods, maintenance, plans and tools

Unit 8 (4 weeks)

This unit focuses on:
Installing and upgrading software

Unit 9 (4 weeks)

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Installing and upgrading software.

Unit 10 (4 weeks)

This unit focuses on:
Portfolio submission and report writing

Unit 11 (4 weeks)

This unit focuses on:
Presentation skills, IAG and CPD

Preparation for EPA

You will review your portfolio of evidence.

You will progress through the gateway to complete your End-Point Assessment (EPA)