

Information Communications Technician Support Pathway - Level 3

LEARNER JOURNEY – August 2025

Month 1

This month focuses on:

- An overview of an Information Communication Technician
- CPD

Month 3

This month focuses on:

- Architecture
- Operating system fundamentals

Month 5

This month focuses on:

- Security fundamentals
- Encryptions

Month 7

This month focuses on:

- Fault finding methods
- Maintenance
- Plans and tools

Month 9

This month focuses on:

- The Support Technician Pathway

Month 11

This month focuses on:

- Report writing
- Presentation skills
- IAG
- CPD

