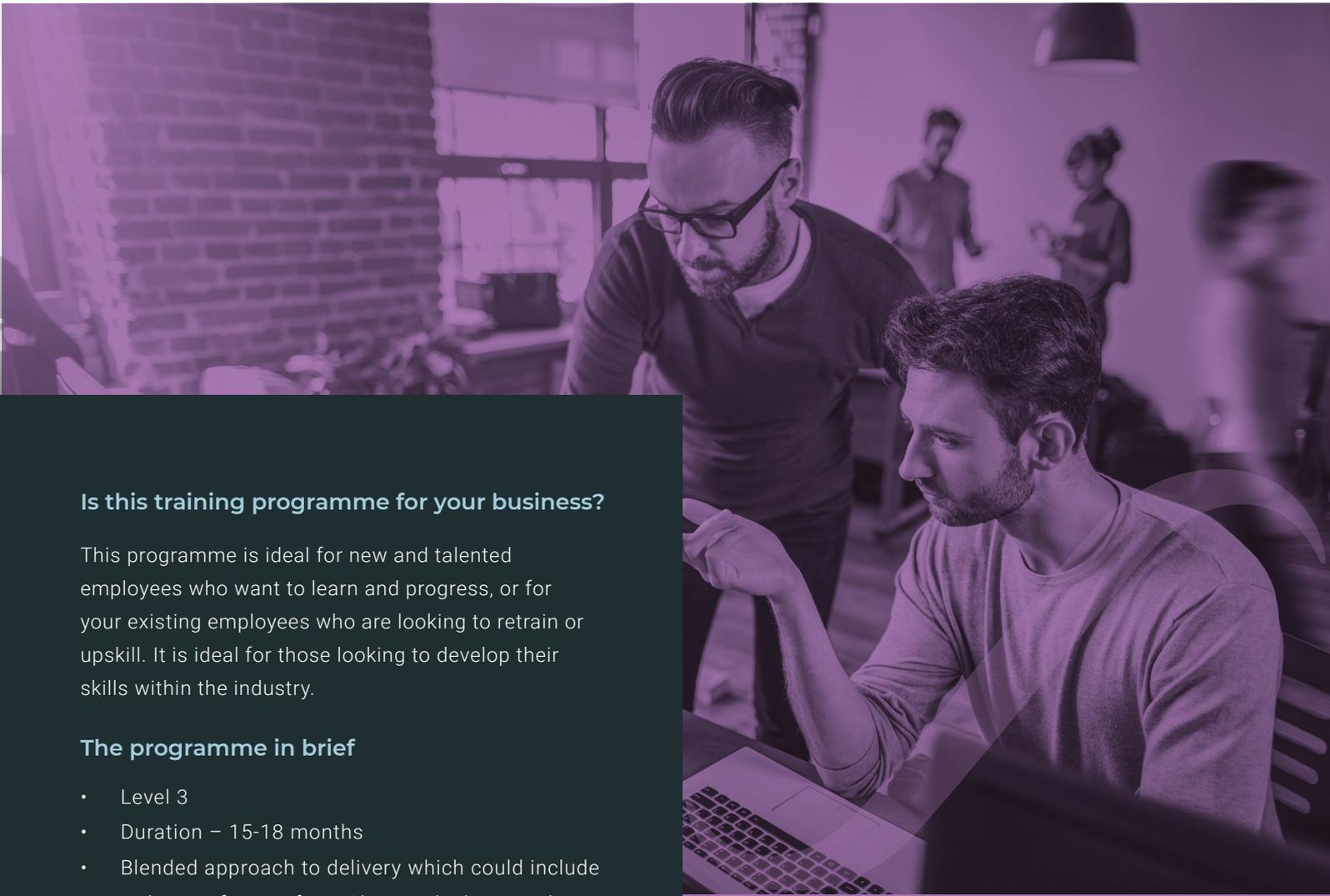


INFRASTRUCTURE TECHNICIAN

An infrastructure technician provides valuable support to internal and external customers, helping them to be productive when using technology to do their own jobs, by using tools to problem solve and troubleshoot non-routine problems. The infrastructure technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisation's productivity.



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 – 15-18 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 behaviours relevant to the job role
- Completion of required Vendor certifications
- Level 2 Functional Skills where appropriate
- End-point assessment

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The learner journey

1. 15-18 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. Learners must also partake in 20% off-job training.

2. Gateway – After the 15-18 months teaching and learning, you, your training provider and the learner will review the learner's journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when the learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through a job observation, professional discussion and an apprentice showcase.

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 Talent Coach who is there to guide them through their training programme. As well as their Talent 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.

What your employees will learn

Knowledge:

Working knowledge of a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment; understands maintenance processes and applies them in working practices; understands the relevant networking skills necessary to maintain a secure network; understands the similarities, differences and benefits of the current Operating Systems available; understands how to operate remotely and how to deploy and securely integrate mobile devices; understanding and working knowledge of Cloud and Cloud Services; understands the importance of disaster recovery and how a disaster recovery plan works and their role within it.

Skills:

Communication: works both independently and as part of a team and following the organisations standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks; IT Security: Demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance, legislation.

Behaviours:

Logical and creative thinking skills; analytical and problem solving skills; ability to work independently and to take responsibility; can use own initiative; a thorough and organised approach; ability to work with a range of internal and external people; ability to communicate effectively in a variety of situations; ability to maintain a productive, professional and secure working environment.

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