

UNIFIED COMMUNICATIONS TECHNICIAN

The primary role of a unified communications technician is to establish and maintain communications systems under supervision. They use a range of remote and physical tools and equipment, and install basic communication hardware and software. They also deal with routine service requests from internal and external sources, including fault rectification across a range of technologies, and applying security principals in line with legal and organisational requirements.

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 4
- 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

Call: **01388 777 129**

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

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

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 12 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 an evidence-based work portfolio, on demand knowledge test and a practical observation.

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 learner to meet the standards set, resulting in them becoming competent and fully qualified.

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

What your employees will learn

Knowledge:

Unified communication technician apprentices use a range of tools and equipment to install basic communication hardware and software. They also deal with routine service requests, including fault rectification across a range of technologies, and applying security principals in line with legal and organisational needs. They will develop knowledge of networks, cloud services, diagnostic and testing tools, and cabling and be able to provide technical support to customers.

Skills:

Note down the outcomes of tests and keep accurate test records and reports; compare test results against expected results and acceptance criteria and through traceability to requirement.

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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