

# Information Communications Technician

## LEVEL 3



15 Month Programme + EPA

Developing, troubleshooting and maintaining IT infrastructure.

### Introduction to the course

The Level 3 Information Communications Technician programme is designed to provide learners with foundation-level IT knowledge enabling them to create, maintain and troubleshoot systems such as computers, networks and internal management applications. This apprenticeship has two pathways, Support Technician and Network Technician.

### Learner outcomes

Both pathways within the programme will develop the knowledge, skills and behaviours required for the Information Communication Technician role. In addition, the two pathways will provide additional development for their individual roles. Learner outcomes include:

- Diagnosis and troubleshooting of faults
- Interpretation of technical specifications
- Application of Security Policies
- Understanding of hardware and software testing methodologies
- Installation and Configuration of Hardware and Software (Support)
- Ability to set-up and upgrade systems (Support)
- Ability to complete cabling tasks (Network)
- Administration of mobile devices (Network)

### Assessment

Monitored and supported throughout, though assessed during end-point assessment (EPA), learners are required to submit a portfolio of evidence, a project, and take part in a professional discussion with our End-Point Assessment Organisation (EPAO).

### A good fit for

Entry-level IT roles that provide progressive pathways into technical teams, typical roles include 1st and 2nd line support.

### What's next?

Following completion of the programme, learners will have many options, from Level 4 IT Apprenticeships to programmes within Leadership and Project Management at Levels 3 and 4 - depending on how their role adapts and develops.

### Skillsoft Percipio

During the programme, learners will have access to a range of interactive learning to develop their technical, AI and business skills. In addition, learners will be supported by high-quality content including interactive labs, courses, books, audiobooks and AI simulators.



### Course overview



**Start Date**  
Flexible



**Level**  
3



**Duration**  
15 Months + 3 Months EPA



**Delivery**  
Blended



**Assessment**  
On-Programme and End-Point Assessment



**Qualification**  
Information Communications Technician Level 3 Apprenticeship

# Information Communications Technician

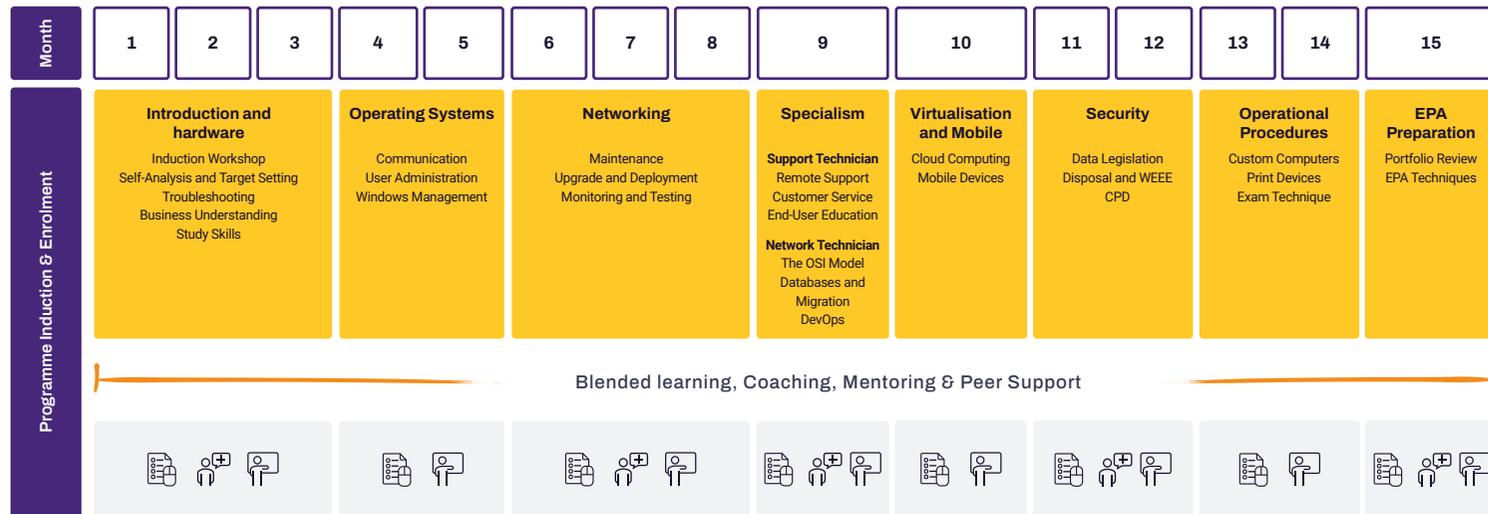
## LEVEL 3

unlocking potential  
delivering personalisation  
enhancing performance

 15 Month Programme + EPA

Developing, troubleshooting and maintaining IT infrastructure.

## Blended Delivery Model



Gateway



End Point Assessment

3 Months

- Project report with questioning
- Professional discussion underpinned by a portfolio of evidence

 Apprenticeship Achieved

### Key



Online Learning



Progress Review



Workshop



Practice Exam