Apprenticeships

tchc Group

TCHC GROUP LIMITED

INFORMATION COMMUNICATIONS TECHNICIAN

LEVEL 3 STANDARD

ABOUT US

TCHC Group Limited have been a leading provider of skills training and provision for 17 years, delivering our vision of transforming the lives of individuals by being the first-choice provider for exceptional provision of employment, skills, apprenticeships and business support.

To date, we have helped 270+ employers to access our apprenticeship services and 1000+ apprentices to develop their careers.

What is an Apprenticeship?

An apprenticeship is a form of employment while studying for a core set of skills that will upskill an individual and provide them a qualification that can help boost their career goals. As an employee, an apprentice is entitled to the same rights as a contracted employee with full time pay (wage is determined by the employer) with holiday leave and statutory sick pay.

What is Information Communications Technician?

An Information Communications Technician provides IT support to internal and external customers. Within this role, you will set up systems and provide support to troubleshoot problems to keep organisations up and running.

Typical Job Roles

- Cloud Technician
- Communications Technician
- Cyber/Security Support
- Data Centre Support Technician
- First-line Support
- Help Desk Support

- IT Field Technician
- IT Support Analyst
- IT Support Officer
- Network Field Operative
- Office IT Technician
- Telecommunications Technician

ELIGIBILITY:

- Candidate must have resided in the EU for the last 3 years

- Must be employed working at least 30 hours

- Must not be enrolled in any other type of government funded training

- Must not have attained a qualification that supersedes the desired apprenticeship programme

DELIVERY MODEL

Where does the programme take place:
Currently remote delivery through Microsoft Teams.

When are sessions booked:
1st session booked at induction and then after previous sessions.

Is there a schedule for the entire programme:
No dedicated schedule for the whole programme regarding dates and times as typically we arrange sessions after the previous session. We will have lesson plans scheduled for each session but this is only viewed by the Learning Coach.

Frequency of sessions:
Once a month, typically 3 hours per session.

CONTENT

Knowledge, Skills and Behaviours (KSB's) are the main aspects of assessing an apprentice's competency within their occupation of employment.

Knowledge

- Range of cabling and connectivity, types of antennas and wireless systems
- Maintenance Processes and Application
- Application of Numerical Skills e.g Binary
- Similarities/Differences of different Operating Systems
- Cloud and Cloud Services
- Importance of Disaster Recovery
- Differences between Coding and Logic

Skills

- Logical and creative thinking
- Analytical and problem solving
- Work independently
- Work with a range of internal and external people
- Thorough and organised approach
- Communicate effectively in a variety of situations

Behaviours

- Use one's own initiative
- Taking responsibility
- Maintain productive, professional and secure working environment

Functional Skills

If you do not have a maths and English GCSE grade C or above they will be required to complete Functional Skills maths and English at level 2 during the Apprenticeship.

Any opportunity to apply to a recognised body within the profession.
The administration role may be a gateway to further career opportunities, such as management or senior support roles.

20% OFF THE JOB

All Apprentices must have a minimum of 20% off-the-job training which needs to be completed within working hours. If training must, by exemption, take place in an evening, or outside of contracted hours, we would expect this to be recognised (for example, through time off in lieu). Your TCHC Dedicated Account Manager will help you agree the off-the-job training before the start of the apprenticeship.

COURSE OUTLINE

1 Initial Assessments Pre-enrolment

Initial Assessments
English & maths

Information Communications Technician Entry Assessment

2 On-programme Learning
Month 0-15

Knowledge, Skills and Behaviours

Functional Skills:*
English Level 2
Maths Level 2

3 Gateway
Month 15

Attained at least the minimum **knowledge, skills** and **behaviours** detailed in the Standard

Successful completion of a work-based assignment covering all three units

Achieved Functional Skills certificates at level 2 for English and maths*

4 End Point Assessment (EPA)
Month 16-18

Professional Discussion
(underpinned by portfolio)

Project Report
(with questioning)

*if you have already achieved GCSE grade C/grade 4 or above in English and maths, you may be exempt from this element.

END POINT ASSESSMENT (EPA)

The EPA takes place once you have completed your on-programme learning and your readiness to complete the apprenticeship has been determined. The EPA enables you to prove your competence in the role of a digital marketer and will be facilitated by an independent End Point Assessment Organisation (EPAO). Your employer and TCHC Learning Coach will guide you through your EPA and advise you on the best approach to take towards your assessment.

What does the EPA consist of?

For the Customer Service Practitioner Level 2 course, you are required to complete three assessments. The three methods of assessment will build a cumulative picture of how well you have met the requirements of the apprenticeship standard. The overall grade you are awarded is a holistic judgement of all EPA requirements, none of the assessments are graded individually. In order to pass the apprenticeship, you must meet the expected level of quality in each assessment.

What does the EPA consist of?

PROFESSIONAL DISCUSSION

PROJECT REPORT

COMPLETION
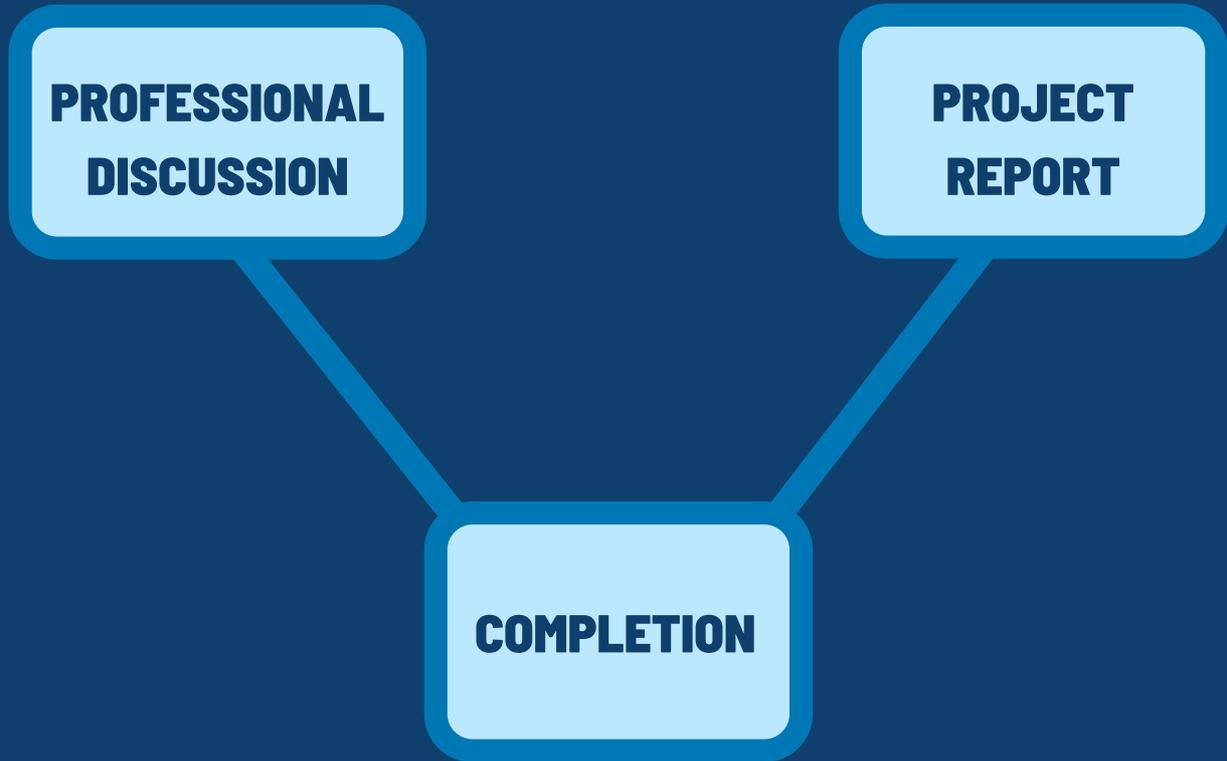
Grading	
Distinction	90%
Pass	70%
Fail	<70%

PROFESSIONAL DISCUSSION

This assessment will take the form of a professional discussion which must be appropriately structured to draw out the best of the apprentice's competence and cover the KSBs assigned to this assessment method. A professional discussion is a two-way discussion which involves both the independent assessor and the apprentice actively listening and participating in a formal conversation. It gives the apprentice the opportunity to make detailed and proactive contributions to confirm their competency across the KSBs mapped to this method.

The rationale for this assessment method is:

- It allows for assessment of KSBs that do not occur on a predicable or regular basis to be assessed consistently
- It allows for testing of responses where there are a range of potential answers to demonstrate competence
- It is cost effective, as it can be conducted remotely to reduce travelling time

PROJECT REPORT

The project is compiled after the apprentice has gone through the gateway.

The work-based project should be designed to ensure that the apprentice's work meets the needs of the business, is relevant to their role and allows the relevant KSBs to be demonstrated for the EPA.

Given the large number of projects that will be completed per year, EPAOs will not be expected to signoff each project title before the project commences. However, the EPAO should instead provide detailed specifications and suggested examples of project titles to enable the employer to select a project that will meet the requirements of the EPA.

The rationale for this assessment method is:

Information and Communication Technicians deliver their occupational skills and knowledge in response to unpredictable events within the digital sector. The wide-ranging nature of these events that generate their work tasks means that observation is not suitable and online testing would require too broad a range of scenarios to make testing applicable to all potential users of the standard. A project enables the employer and EPAO to generate a meaningful work-based project to test competence in a viable way.

FAQ's

Do I have to be in full-time employment to enrol onto this course?

In order to enrol onto one of our courses, you must be employed a minimum of 30 hours per week. If you are not already employed in a role that meets our entry requirements, we will work with you to find a suitable role that supports your career aspirations.

If I apply for a job vacancy as part of my course how much will I be paid?

Each vacancy we advertise is different and the salary you receive will be dependent on the employer, role and industry you apply for. The roles we advertise are apprentice positions, however, we encourage our employers to pay above the NMW for apprentices and many of our positions include performance related incentives. Further guidance on the NMW for apprentices can be found online at www.gov.uk/nationalminimum-wage-rates.

Will I be entitled to paid annual leave whilst studying?

Throughout your programme you will be entitled to the same statutory leave entitlement and have the same right to Statutory Sick Pay (SSP) as other employees. To calculate your statutory leave entitlement please visit www.gov.uk/ holiday-entitlement rights.

What happens if I fall behind?

Your tutor will be closely monitoring your progress with regular reviews to ensure you are on track. If at any point your development is not where it should be, your tutor and employer will work with you to update your individual learning plan and ensure you get up to speed.

What happens if my employer doesn't allow me time to study?

All employers are legally required by the UK Government to allow you 20% of your contracted working hours to study towards your course. If you are having difficulties with your employer, please speak to your learning coach.

What happens when I finish my course?

At the end of your course, if we have placed you into your role, your employer will decide whether they will continue to employ you as a full-time member of staff and you'll have the opportunity to decide which steps you take next. Your tutor will talk to you about career progression and you may also wish to progress onto a further training course with TCHC Group.

CONTACT US

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Education & Skills Funding Agency

European Union
European Social Fund