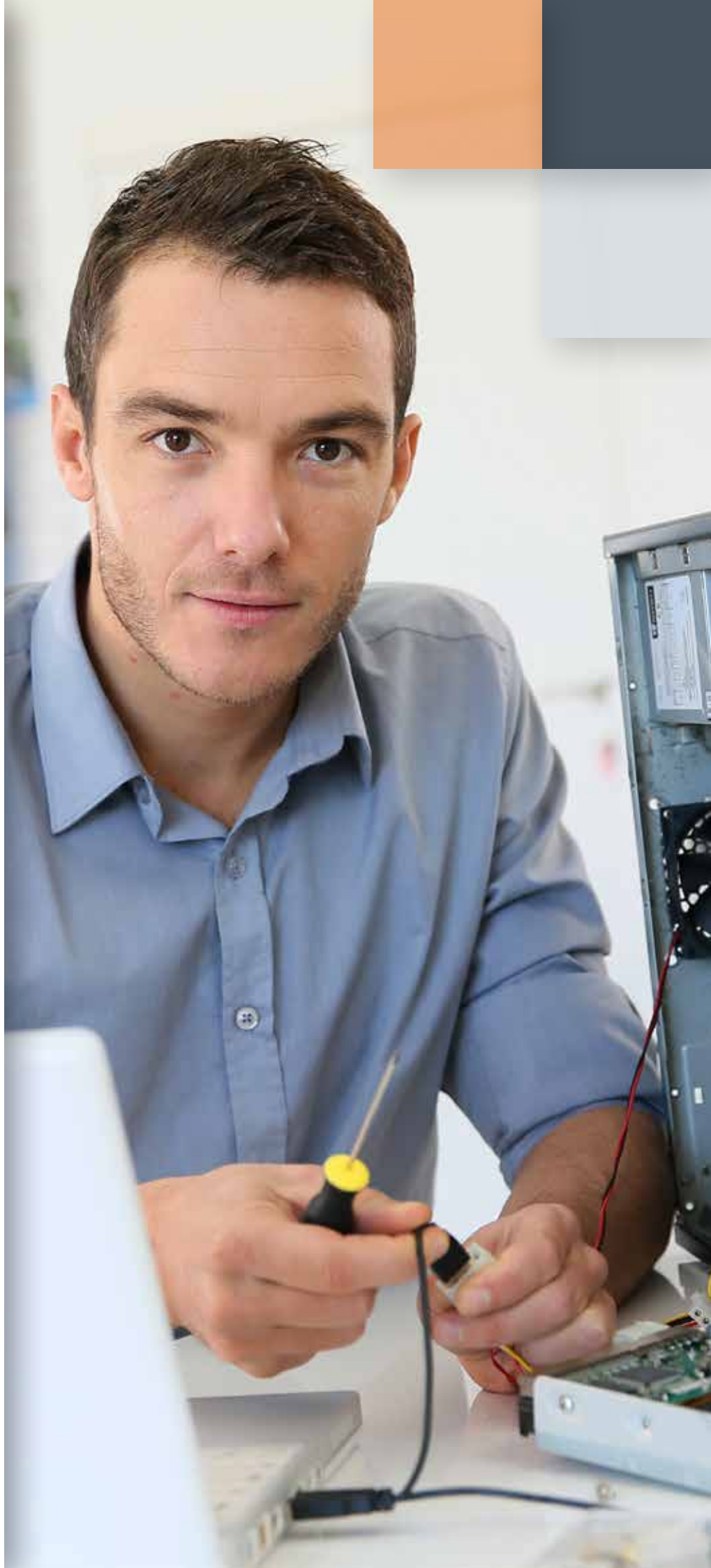




INFRASTRUCTURE TECHNICIAN

LEVEL 3 APPRENTICESHIP



WHAT IS IT?

An Infrastructure Technician provides support to internal and external customers using tools to problem solve and trouble shoot non-routine problems. They set people's systems up and provide support when needed, rectifying issues to maintain the organisations productivity.



THE STANDARD

The new standards were designed by companies such as Microsoft, Cisco, HP and IBM for employers. They are about having the knowledge, skills and behaviours needed by employees to do their role effectively and efficiently.

Entry requirements:

Set by the employer but could include GCSE's, A Levels or Level 2 Apprenticeship

Course Length:

12 -15 months

Qualification:

Level 3 Infrastructure Technician

Functional Skills:

If 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

Progression:

Successful completion can lead to promotion towards Network Engineer, IT team leader, management or senior support role and continued professional development

Mentor

You will assign a mentor from your team who should have relevant, in post experience or qualifications to support the apprentice with their learning aims and role requirements.

Tutor/Coach

Our experienced tutor/coach will deliver 25 days of the knowledge component and support the apprentice and mentor during workplace visits.

Timescale

Below are suggested timescales for the apprenticeship, however we can be flexible with the times to suit your business needs.

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| Month 1-12: | Knowledge component – delivered over 25 days either 1 day per week for 25 weeks or 4 days a week. |
| Month 1-12: | Competency – delivered through bi-weekly Skype and monthly workplace visits from your coach/tutor. |
| Month 8-12: | Exam release for assessments taken at TCHC Digital Technology Centre. |
| Month 12-15: | End-point Assessment – a project undertaken at work with a BCS examiner to demonstrate competency. |

Technical Competencies

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.

Data: Effectively records, analyses and communicates data at the appropriate level using the organisation's standard tools and processes and to all stakeholders within the responsibility of the position.

Problem solving: Applies structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyses problems by selecting the digital appropriate tools and techniques in line with organisational guidance and to obtain the relevant logistical support as required.

Workflow management: Works flexibly and demonstrates the ability to work under pressure to progress allocated tasks in accordance with the organisation's reporting and quality systems.

Health and Safety: Interprets and follows IT legislation to securely and professional work productively in the work environment.

Performance: Optimises the performance of hardware, software and Network Systems and services in line with business requirements.

Can explain the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive).

Technical Knowledge and Understanding

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| 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 and applies the basic elements and architecture of computer systems. |
| Understands where to apply the relevant numerical skills e.g Binary. |
| 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. |
| Understands the similarities and differences between a range of coding and logic. |
| Understands and complies with business processes. |
| Working knowledge of business IT skills relevant to the organisation. |

Skills, Attitudes and Behaviours

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| 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. |
| Maintain productive, professional and secure working environment. |

Vendor Qualifications

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|-------------------------------------|
| Microsoft MTA Network Fundamentals |
| Microsoft MTA Server Administration |

ASSESSMENT GATEWAY

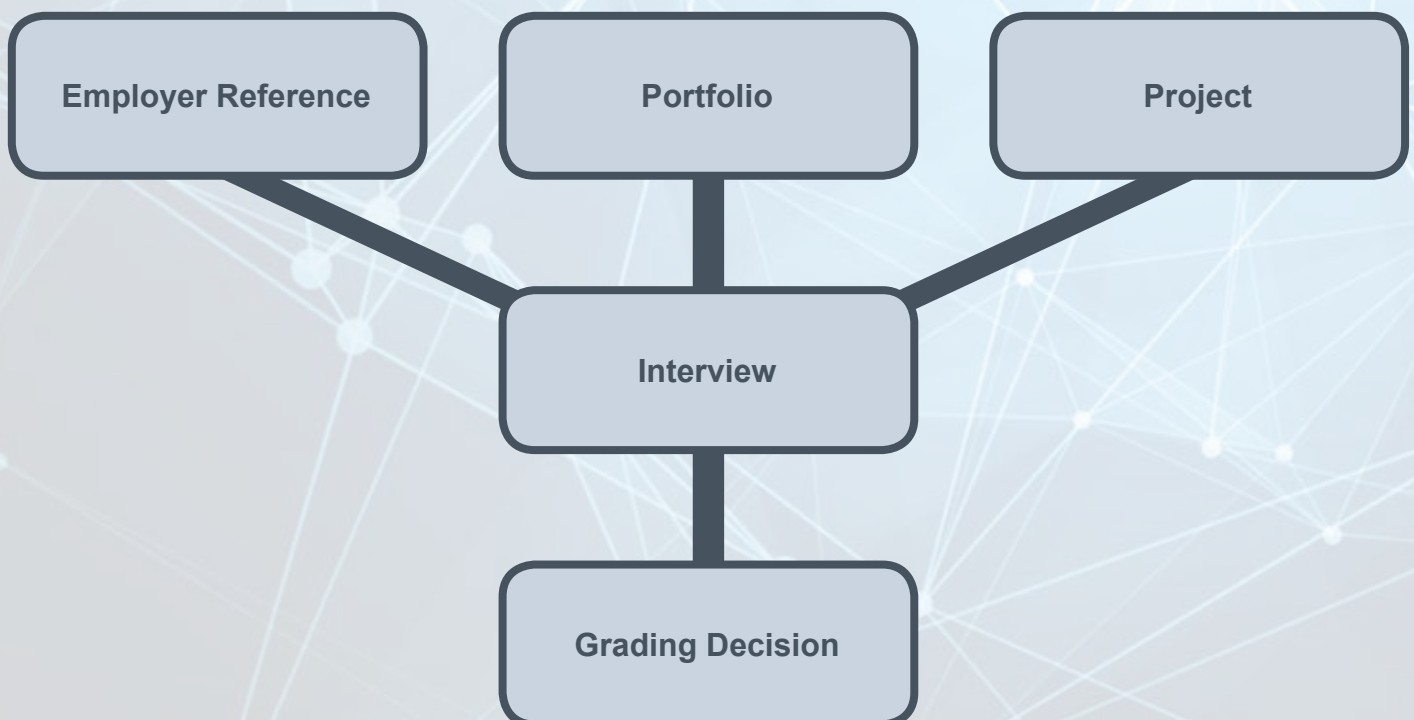
Before End-point Assessment the apprentices must be judged to be ready and have achieved:

- Level 2 English and Maths
- Pass knowledge modules:
 - BCS Foundation Certificate in Cloud Services
 - BCS Foundation Certificate in Coding and Logic
 - BCS Foundation Certificate in Business Processes
- Achieved vendor qualifications:
 - Microsoft MTA Network Fundamentals
 - Microsoft MTA Server Administration
- Project(s) completed
- Portfolio completed

END-POINT ASSESSMENT AND COMPLETION

The End-point Assessment takes place once the apprentice has successfully achieved the gateway assessment. On completion of End-point Assessment the apprentices will receive a pass, merit or distinction depending on the outcome of their assessment.

Under the new standards an apprentice will complete only after they have been independently assessed – this is called End Point Assessment. The type of assessment varies but for this Apprenticeship it consists of the following:



EMPLOYER REFERENCE

Provides the employer's perspective on how the apprentice has performed in the workplace and how they have applied their knowledge, competencies and behaviours in work projects.

PORTFOLIO

Provides evidence against the totality of the standard, based on the application of knowledge, competence and behaviours to real work projects in the work environment. This is key to ensure the validity of the final assessment decision.

PROJECT

Provides evidence against a selected set of knowledge, competencies and behaviours against a pre-defined project undertaken in a controlled environment. This is key to ensure consistency and comparability, increasing the accuracy of the assessment decision.

INTERVIEW

Provides an opportunity for further evidence to be gathered and/or evidence to be explored in more detail against any of the knowledge, competence or behaviours. This also increases accuracy and validity.

CONTACT US

See how we can support your business.

TCHC

Phone: 01923 698485
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Visit: www.tchc.net/digital-apprenticeships

INDEPENDENT END POINT ASSESSMENT

The government has appointed the British Computer Society as the end point Assessor for all Digital Apprenticeships.

COMPLETION

The Independent end assessor confirms that each assessment element has been completed. The apprenticeship includes pass, merit and distinction grades with the final grade based on the apprentice's combined performance in each assessment activity.

In order to achieve the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment activity this should be retaken as soon as the apprentice is ready and when practicable for the business.

ADDRESS

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