Information Communication Technician Advanced Apprenticeship



Ofsted Outstanding Provider

Course Level: Level 3

Campus: Newcastle

Subject Type: Computing, Technology & Esports

Course Overview:

This apprenticeship focuses on developing technical skills in Information and Communication Technology (ICT). Apprentices learn about network infrastructure, software installation, and troubleshooting IT issues, preparing them for roles as ICT technicians or support specialists.

What's Covered:

An Information Communications Technician (ICT) provides support to internal and/or external customers, by using tools or systems to problem solve and trouble-shoot routine and non-routine problems. This occupation supports clients/customers with their systems. They achieve this through monitoring and maintaining the systems and/or platforms to maximise productivity and user experience.

An ICT could be installing and configuring computer systems, diagnosing hardware and/or software faults, solving technical and applications problems, either remotely or in person. Some examples of these issues are slow performance, connection problems, and an inability to access data.

The work of an ICT involves undertaking a vast array of specialist roles supporting business critical requirements and focus on customer solutions. Networking, Server, IT Essentials, Secure Communications, programming, and databases are just an example of typical tasks and projects undertaken within the likely areas of employment.

In their daily work, an employee in this occupation interacts with a wide variety of internal or external users of digital systems, through digital channels, remotely and/or face to face.

The Support Technician role is desk based resolving system user queries and resolving faults in a helpdesk environment. For example, a Support Technician in a Travel Agent would use a system to manage their customer bookings and when the system fails it needs rectifying rapidly in order to reduce the financial impact and damage to customer reputation. The business would contact a Support Technician to report the problem and either get it fixed or escalated to an engineer.

A Network Technician role is usually desk based but may involve visits to client's premises to resolve issues. For example, a Network Technician working in a university or a college they may be installing a computer lab as a training suite including cabling and hardware requirements. They may be required to install cloud services to support a business expansion and provide better network services.

In a contact centre environment, they may use network management tools to collect and report on network load and performance statistics to improve commercial outcomes.

In a retail bank they may contribute to the implementation of maintenance and installation work using standard procedures and tools to carry out defined system backups, restoring data where necessary.

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A Digital Communications Technician may be desk or field-based resolving faults and issues with communications systems. For example, working in a defence organisation operates as an Online Network Technician they would be at the heart of every mission solving complex issues, enabling the secure exchange of mission critical and often Top-Secret information. It would be their responsibility to administer and provide specialist communications and IT equipment including classified information and cryptographic material to guarantee Operational Capability is delivered to the Command.

Entry Requirements:

Candidates need a minimum of four GCSEs, including maths & English (minimum grade 4/C).

Assessment Information:

The End Point Assessment will typically take 4 months to complete and it includes:

1. Professional discussion underpinned by a portfolio of evidence built up over the duration of your Apprenticeship.
2. Project report with questioning

To start the End Point Assessment, Apprentices must hold a Level 2 English and maths qualification.

Fees and Financial Support:

While you are on an apprenticeship your employer pays you a salary and supports you whilst you undertake your training.

Progression:

If you successfully achieve all parts of the apprenticeship, your assessor will discuss with you and your employer the next steps to take. Dependent on your roles and responsibilities, this may be the next level of the subject you have been studying already or a different pathway.

How do I find out more?

T: 01782 254287 (Newcastle office) / T: 01785 275660 (Stafford office)

E: apprenticeships@nscg.ac.uk