



# APPRENTICESHIP

## INFORMATION COMMUNICATION TECHNICIAN APPRENTICESHIP STANDARD-ST0125

<b>LEVEL</b>	This apprenticeship <b>standard</b> is set at level <b>three</b>
<b>ENTRY REQUIREMENTS</b>	Be employed in a suitable position and hold a minimum 5 GCSEs (or equivalent) grade 9-4 (A*-C) to include English and Maths on Initial assessment. If not already achieved, the apprentice will have to achieve Level 2 English and Maths and take the test for level 2 prior to taking their end-point assessment.
<b>DURATION</b>	Typical completion time is likely to be 15 - 18 months. This may reduce if an apprentice has gained previous relevant knowledge and skills.
<b>START DATE</b>	Commencing from September 2021
<b>LOCATION</b>	Reading College and in the workplace

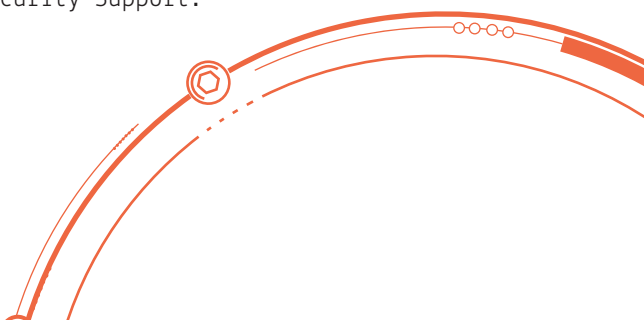
### INTRODUCTION

An Information Communication Technician provides support to internal and external customers, helping them to be productive when using technology to do their own jobs, by using tools to problem solve and trouble shoot non routine problems. The Information Communication Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity.

The focus of this 18-month apprenticeship is to deliver a high quality, hands-on learning experience. We will offer this through our teaching, which is delivered by industry professionals, our state-of-the-art facilities, and our focus on face-to-face delivery. The programme consists of

in-person workshops, monthly coaching and online learning, to suit the needs of every apprentice and provide them with a high standard of teaching and learning.

**Typical Job Roles:** Support Technician, Help Desk Support, First Line Support, Office IT Technician, IT Support Analyst, IT Support Officer, Maintenance Support Technician, Data Centre Support Technician, Cyber/ Security Support.



## DELIVERY

The apprenticeship will be delivered within the college and workplace, with ongoing support from a dedicated performance coach. College attendance is required for one day per week throughout the duration of the programme to complete the mandatory qualifications and to learn the required Knowledge, Skills & Behaviours. However, there may also be a requirement for college attendance on additional days to support the delivery of functional Skills.

Please be aware that to support quality delivery may change from day release to block release. Employers and apprentices will be notified as soon as possible.

## END POINT ASSESSMENT EPA

The EPA can only be taken after the conditions of the Assessment Gateway have been successfully achieved.

- » Networking & Architecture
- » Mobile & Operating Systems
- » Cloud Services
- » Coding & Logic
- » ITIL Foundation Level in Business Processes
- » Achieved Level 1 English & Maths
- » Taken Level 2 English & Maths Assessment

On conclusion that the assessment gateway requirements have been achieved, the apprentice will be able to proceed to the end-point assessment stage of the apprenticeship. It is expected that apprentices will complete the assessment gateway requirements within three months of their planned apprenticeship completion

### EPA Consists of:

- » Summative Portfolio
- » Synoptic Project
- » Employer reference
- » Structured Interview (including discussion based on the portfolio)

## FOR MORE INFORMATION, PLEASE CONTACT US

[www.activateapprenticeships.co.uk](http://www.activateapprenticeships.co.uk)

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## FUNCTIONAL SKILLS

Apprentices must complete, or have previously completed recognised English and Mathematics Level 1 qualifications and undertake the English and Mathematics Level 2 qualification during the apprenticeship. For those with an education, health and care plan or a legacy statement the apprenticeship's English and Maths minimum requirement is Entry Level 3 and British Sign Language qualification is an alternative to English qualification for whom this is their primary language.

## 20% OFF-THE-JOB TRAINING

Since the introduction of new style apprenticeships in May 2017, it's been a requirement that every apprentice spends at least 20% of their time on off-the-job training. The required 20% off-the-job training hours will be calculated via the apprentices contracted hours of work, holiday entitlement and length of programme and will be clearly specified in our commitment statement.

This requirement doesn't have to be a daunting prospect - and doesn't even mean the apprentice has to be away from their workplace 20% of the time.

## PROGRESSION AND PROFESSIONAL RECOGNITION

This apprenticeship is recognised for entry onto the register of IT technicians confirming SFIA level 3 professional competence and those completing the apprenticeship are eligible to apply for registration.

## APPRENTICE WAGES

Every apprentice must be paid a lawful wage for the time they are in work and in off the-job training. The employer must meet the cost of the apprentice's wages. An employer can only pay the apprenticeship minimum wage from the start of the apprenticeship programme and not before. You can find information on the national minimum wage, the apprenticeship rate, and the definition of an employee on GOV.UK.

