



TRAINING

LEVEL 3 APPRENTICESHIP

BIT Training - CompTIA Information Communications Technician (with Cyber Security)

STANDARD: INFORMATION COMMUNICATIONS TECHNICIAN L3 (SUPPORT PATHWAY)

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STANDARD: INFORMATION COMMUNICATIONS TECHNICIAN L3 (SUPPORT PATHWAY)

SUPPORT TECHNICIANS DELIVER EFFICIENT OPERATION AND CONTROL OF IT INFRASTRUCTURE, WHETHER PHYSICAL OR VIRTUAL, HARDWARE OR SOFTWARE, AND NETWORK INFRASTRUCTURE.

LENGTH OF PROGRAMME: 13 Months in Learning + 4 Months EPA (17 Months Total)
PROGRAMME COST: £15,000
DELIVERY METHOD: Remote Delivery

Support Technicians deliver efficient operation and control of IT infrastructure, whether physical or virtual, hardware or software, and network infrastructure. You will provide support to internal or external customers to problem solve and trouble-shoot both routine or non-routine problems.

ICT technicians install and configure computers systems, diagnose software and hardware faults, and solve technical problems either face to face or remotely.

BIT Training ICT apprentices will gain an in depth understanding of the cyber security landscape and learn how to apply that to their day-to-day support work to maximise network and data security and fully appreciate the concept of 'secure by design'. They will be equipped to provide high levels of technical support whilst keeping the organisations security posture at the front of their minds.

Typical job roles: 1st & 2nd Line Support, 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, Maintenance Support Technician, Network Field Operative, Network Support, Office IT Technician

PROGRESSION ROUTES

HIGHER APPRENTICESHIPS: L4 Network Engineer Apprenticeship, L4 Cyber Security Technician Apprenticeship

HIGHER EDUCATION: L4 HTQ Qualifications, University

JOB ROLES: Desk Based Engineer, Dynamic Network Engineer, Field Based Engineer, Infrastructure Engineer, Network Administrator, Network Architect, Network Engineer, Systems Engineer, Cyber Operations Manager, Cyber Risk Analyst, Intelligence Researcher, Security Analyst, Security Architect

During the Programme, the Learner will Complete

TECHNICAL DELIVERY

- CompTIA A+
- CompTIA Cloud Essentials+
- ITIL® 4 Foundation
- APMG – Information Security Analyst Foundation
- A comprehensive portfolio of evidence showing their Knowledge, Skills and Competency as a Support Technician

Learning Commitment

LEARNER PORTFOLIO

- 1 half day training at the start of each module plus monthly support sessions from their tutor
- 1-2 days self-study each month planning, completing and evidencing portfolio evidence projects

INDUSTRY CERTIFICATIONS

- 2 training days per month
- Self-study through CompTIA's CertMaster Learn platform
- Free exam voucher for all CompTIA exams

FUNCTIONAL SKILLS

- Maths Level 2*
- English Level 2*

*Proof of GCSE grade C/4 or above or equivalent qualifications will proxy apprentices from sitting functional skills.





Core Duties

Our learning modules holistically allow apprentices to demonstrate competency across the following core duties.

- DUTY 1** Provide technical support to customers both internal and external through a range of communication channels.
- DUTY 2** Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools.
- DUTY 3** Interpret technical specifications relevant to the ICT task.
- DUTY 4** Apply the appropriate security policies to ICT tasks in line with organisational requirements.
- DUTY 5** Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues.
- DUTY 6** Communicate with all levels of stakeholders, talking them through steps to take to resolve issues or set up systems, keeping them informed of progress and managing escalation and expectations.

- DUTY 7** Apply appropriate testing methodologies to hardware or software or cabling assets.
- DUTY 8** Practice guided continuous self learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development.
- DUTY 9** Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues.
- DUTY 10** Install and configure relevant software and hardware as appropriate for example: mobile apps, printers, projectors, scanners and cameras.
- DUTY 11** Address IT issues by prioritising in response to customer service level agreements.
- DUTY 12** Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets.



Modules in Detail

MODULE 1: Personal development

Apprentices will take ownership for their own professional development and learning utilising skills scans, SWOT analysis, developing personal development plans and feedback from their manager. They will provide evidence of their personal development and growth across the duration of the apprenticeship.

MODULE 2: Installing and configuring hardware & software

Apprentices will be involved in installing and configuring hardware devices and software in various contexts. They will evidence the complete lifecycle of installing and configuring hardware from receiving a support ticket through to verification task completion including showing how they communicate with internal and external colleagues and customers to complete installation tasks.

MODULE 3: Secure access to systems and resources

Apprentices will demonstrate competency in ensuring access to systems and resources is managed in a safe and secure manner. This could include password management, file/folder permissions, management of Access Control Lists or other access to onsite or cloud-based resources.

MODULE 4: Upgrading & implementing systems

Apprentices will be involved in larger projects within their work environment. This can include installation and implementation of computers, server upgrades or other appropriate projects appropriate to their work setting. Apprentices will demonstrate the entire work project from initial work allocation to completion, including communication with others.

MODULE 5: Providing IT support

Apprentices will demonstrate their ability to provide helpdesk support to others. They will demonstrate their understanding of their employers' policies and procedures and how these policies influence the support offered including work prioritisation, managing workflows and escalating support requests to third parties appropriately.



OUR LEARNING MODULES HOLISTICALLY ALLOW APPRENTICES TO DEMONSTRATE COMPETENCY ACROSS A WIDE RANGE OF CORE DUTIES.

End Point Assessment (EPA)

EPA takes place over a period of four months once all learning is complete.

At the end of the learning period, the apprentice, employer and coach will meet to agree the apprentice is able to demonstrate all the duties, and to progress the apprentice through gateway to their EPA period.

EPA REQUIREMENTS:

EPA PROJECT The apprentice will complete a 4 week, 1500 word, work based project with an agreed title designed to showcase their abilities as a support technician. The project title will be agreed at the gateway point.

After submission of the project the Apprentice will complete a questioning session with their external Endpoint Assessor based around the project submitted.

PROFESSIONAL DISCUSSION The apprentice will complete a professional discussion lasting 60 minutes during which the Endpoint Assessor will discuss the apprentices learning and work experiences on programme and allow them to showcase their competency across all the apprenticeship duties. The structure of the professional discussion will be based on the portfolio of evidence submitted by the apprentice at gateway.

DELIVERY PARTNERS



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BIT Training - CompTIA Information Communications Technician Timeline

