WISEORIGIN
COLLEGE

APPRENTICESHIP

ICT TECHNICIAN LEVEL 3

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INFORMATION COMMUNICATIONS TECHNICIAN (ICT)

COURSE OVERVIEW

The primary role of an Information Communications Technician is to deliver the efficient operation and control of IT within an organisation. Technicians will often respond to support queries as well as maintaining the hardware and software within a business to meet their needs.

⬆ **Level 3**

📍 **Online**

📅 **15 Months**

📋 **End Point Assessment**

WHAT DOES AN ICT TECHNICIAN DO?

The ICT occupation is crucial for all organisations, ensuring efficient operation and control of IT and telecommunications infrastructure, supporting information systems needs, and maximising productivity.

This role involves problem-solving for internal and external users, handling various tasks such as networking, server management, secure communications, and database support. ICT Technicians interact with users through digital channels, working alone or as part of a team and escalating complex issues as needed.

They handle desk-based support, system queries, and fault resolution, ensuring smooth operations and timely fixes to maintain business continuity and customer satisfaction.

Job titles include:

- 1st & 2nd Line Support
- Cloud Technician
- Help Desk Dupport
- IT Support Analyst
- IT Support Officer
- IT Field Technician
- Network Support Officer
- Maintenance Support Technician

Duties include:

- Provide technical support to customers both internal and external through a range of communication channels.
- Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools.
- Apply the appropriate security policies to ICT tasks in line with organisational requirements.
- Address IT issues by prioritising in response to customer service level agreements
- Apply appropriate testing methodologies to hardware or software or cabling assets.
- Install and configure relevant software and physical or virtual hardware as appropriate for example: network devices, switches androuters.
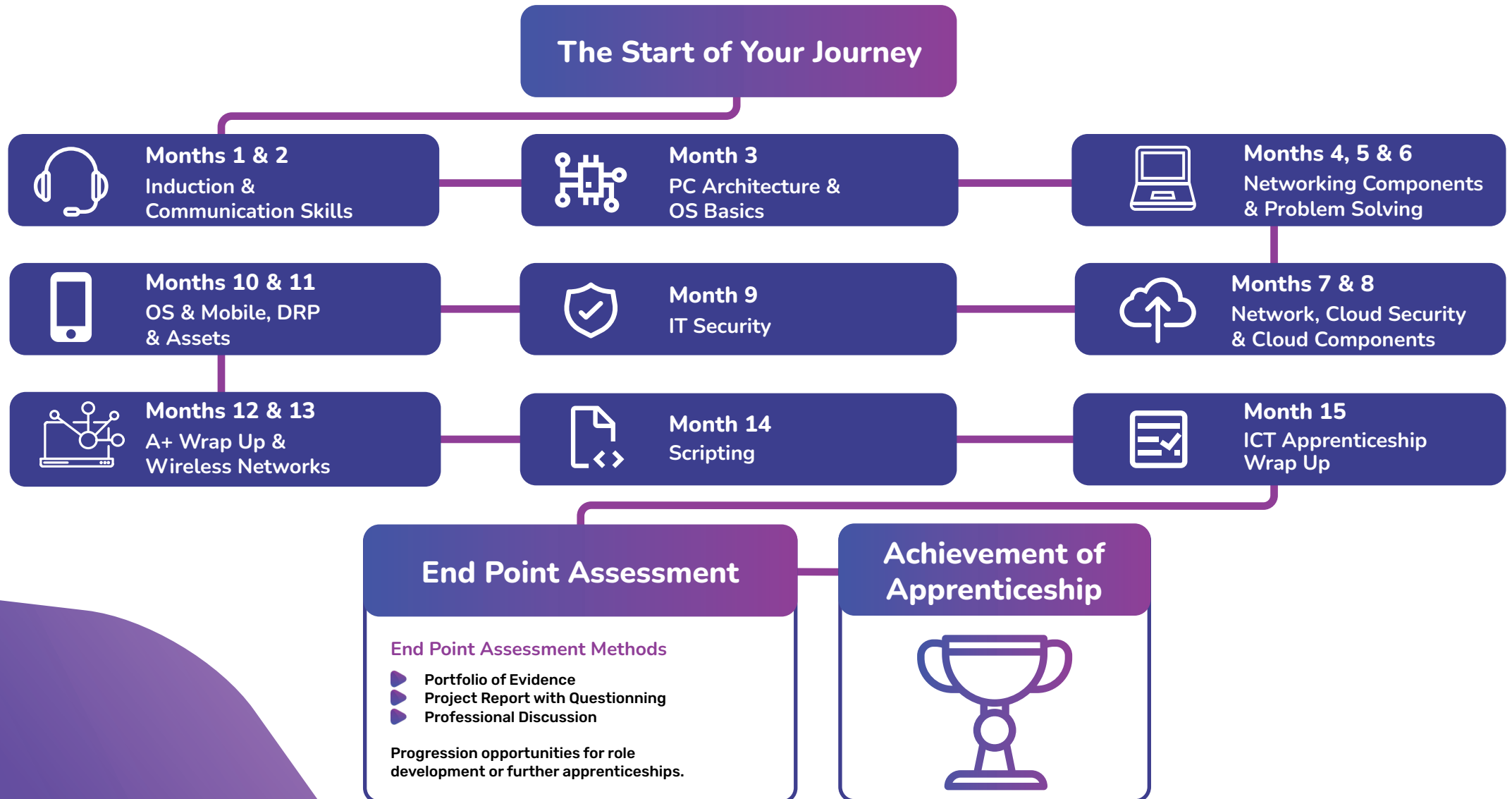
MODULE BREAKDOWN

MODULE	BENEFIT TO THE LEARNER	BENEFIT TO THE BUSINESS
Applications & Operating Systems	The learner comprehends end-user systems, operating systems, application types and deployment, support processes (passwords, access control, remote resources), version management (patching), mobile device management (personal and business use separation), and software licenses.	Employees will be able to support the organisation in the rollout and management of operating systems and applications physically or remotely for desktop and mobile devices.
Asset Management	The learner will understand asset management, the purpose of asset registers, and how are they used in the business.	Employees will understand how to carry out asset management in accordance with ITIL and ISO9001 & ISO55001 to enable continued conformance with the business.
Business Skills	The learner will understand the key features and importance of escalation and reporting procedures when dealing with users' digital problems.	Employees understand escalation to ensure a high level of customer service and conformance.
	The learner will understand the importance of effective time management and the need to prioritise effectively.	Employees will understand the impact of people, products and processes and suggest meaningful ways for their organisation to improve efficiency.
Cloud Components	The learner will understand cloud technologies including SaaS, IaaS, PaaS.	By understanding cloud technologies and their use within IT, learners will understand opportunities for cloud migration and continual development and cost improvements within a business.
	Explore the virtualisation of operating systems and explore their application in cloud services.	
	Explore the benefits of cloud for backups and disaster recovery.	
	The learner will understand current and emerging digital technologies and the possible implications for their work including the impacts of climate change, sustainability, and the move to net carbon zero.	Employees will understand the impact of people, products and processes on the environment and suggest meaningful ways for their organisation to improve and move to carbon neutrality.

MODULE	BENEFIT TO THE LEARNER	BENEFIT TO THE BUSINESS
Communication Skills	The learner will understand how best to communicate using the different digital communication channels and how to adapt appropriately to different audiences.	Employees will be able to communicate effectively with a wide range of stakeholders both technical and non-technical.
Continuous Improvement	The learner will understand how to plan and organise their own learning activities to maintain and develop digital skills.	
Disaster Recovery	The learner will understand disaster recovery and their role.	Employees grasp backup significance and how cloud technologies ensure data integrity, availability, and confidentiality.
	The learner will understand the importance of the technologies for backing up data securely.	
	Principles of Backup and Storage and the 321 rule.	
IT Security	The learner will understand how to apply the processes and procedures for the secure handling of data.	Employees will be able to support change to ensure the confidentially and integrity of information.
	The learner will understand the organisational importance of information security and its management including following policies and procedures and key legislative requirements.	
	The learner comprehends significant threats and risks relevant to any organisation, with specific role-related understanding and best practices for secure operations.	Employees will be able to explain current cyber threats and suggest improvements.
	The learner comprehends operational risk aspects, upholding steady-state security principles for individuals and systems, covering personal data, access, identity management, encryption, and passwords.	Employees identify risks and propose process improvements to strengthen cybersecurity within their organisation.
	The learner will understand the limitations and extent of the internet to be able to connect to, research, locate and access information securely.	
	The learner will understand approaches to risk mitigation for data loss including confidentiality, integrity, and availability.	Employees will be able to support change to ensure the confidentially, integrity and availability of information.

MODULE	BENEFIT TO THE LEARNER	BENEFIT TO THE BUSINESS
Networking Components	The learner will understand the components used in networking including connectivity, hardware, and wireless standards. They will understand the topologies of network infrastructure to connect hardware to a network.	An employee will have a wider understanding of how a computer network functions. This will enable them to identify and rectify non-conformance by utilising varied resources including remote access tools.
Organisational Policies & Standards	The learner will understand how the organisation's legal and ethical position fits with organisational needs and customer expectations. The learner will understand the individual and company risks, responsibilities, and requirements in relation to legislation, professional ethics, privacy and confidentiality and the implications for their role.	Employees will understand how to apply policy and legislation, understand the principles of ITIL and ISO9001 to enable continued conformance with the business.
PC Architecture	The learner will understand physical systems including hardware & peripherals.	An employee will have a wider understanding of how a computer system functions. They will be able to suggest how to rectify non-conformance by utilising varied resources including remote access tools.
Problem Solving	The learner will understand the processes and principles of route cause analysis to identify and resolve instances of non-conformance. The learner will understand the importance of and the key principles and features of processes for diagnosing users' digital problems.	By understanding key fault-finding techniques such as route cause analysis employees can identify and provide permanent solutions to non-conformance.
Virtualisation	The learner will understand virtual networks and client devices and be able to plan and create a virtual network using CISCO packet tracer	Employees will understand the importance of virtualisation in an IT organisation and proficiently use hypervisor software and CISCO packet tracer for planning and fault rectification.

YOUR APPRENTICESHIP JOURNEY

The Information Communications Technician (ICT) apprenticeship from Wise Origin College is designed to be completed over a 18 month period. The following gives an indicative overview of the themes contained within our programme, including working place assessments, project based activities and the completion of the End Point Assessment with BCS.

The Start of Your Journey

Months 1 & 2
Induction & Communication Skills

Month 3
PC Architecture & OS Basics

Months 4, 5 & 6
Networking Components & Problem Solving

Months 10 & 11
OS & Mobile, DRP & Assets

Month 9
IT Security

Months 7 & 8
Network, Cloud Security & Cloud Components

Months 12 & 13
A+ Wrap Up & Wireless Networks

Month 14
Scripting

Month 15
ICT Apprenticeship Wrap Up

End Point Assessment

End Point Assessment Methods

▶ **Portfolio of Evidence**
▶ **Project Report with Questionning**
▶ **Professional Discussion**

Progression opportunities for role development or further apprenticeships.

Achievement of Apprenticeship

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