







Level 3

# Information Communications Technician

## Apprenticeship



				
<b>Duration</b>	<b>Location</b>	<b>Starting</b>	<b>Age</b>	<b>Careers</b>
88 weeks	Rush Green Campus	Flexible dates	Apprenticeships	Digital & IT

### How do apprenticeships work?

If you prefer a more practical style of learning, an apprenticeship or higher apprenticeship could be the ideal option for you. They enable you to learn on the job and gain nationally recognised qualifications at the same time. [Find out more about apprenticeships.](#)

## Overview

The Infrastructure Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity.

An Infrastructure 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.

## What you'll learn

- Communication:
- IT Security
- Remote Infrastructure
  
- Data
- Problem solving
- Workflow management
- Health and Safety
- Performance

- Processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive)

## Assessments / Exams

Apprentices must achieve one knowledge module or vendor/ professional qualification from each of five sections. Further details on the knowledge modules are available in the occupational brief available from <https://www.nsar.co.uk/digital-eqa/digital-apprenticeship-standards/>

## Entry requirements

A-C or 4-9 GCSE Maths and English

## What this apprenticeship leads to

On completion apprentices can progress to a higher level apprenticeship course or directly into employment.

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.

Visit this course on our website: <https://barkingdagenhamcollege.ac.uk/find/courses/0000011155>

For further information please contact the college: <https://barkingdagenhamcollege.ac.uk/contact>