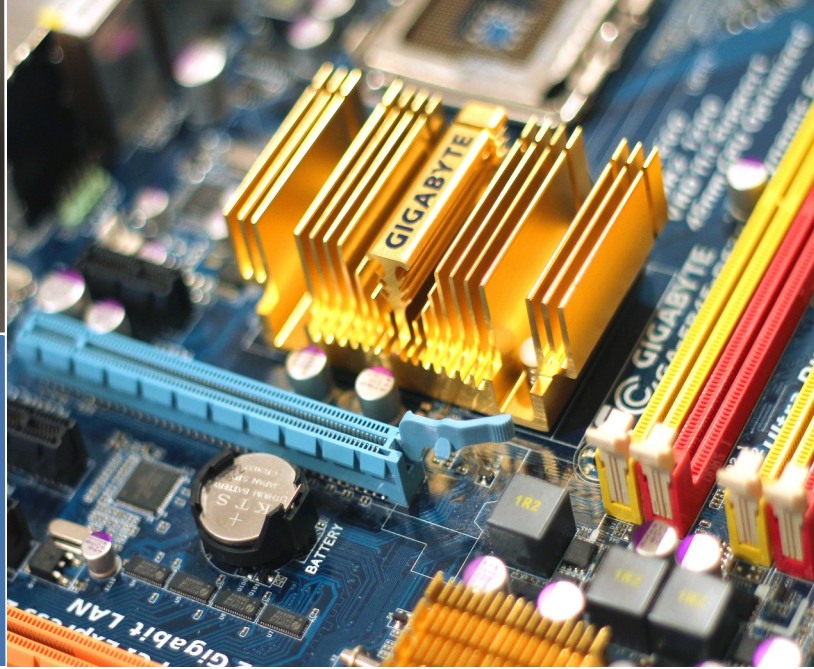


Level 3 IT Infrastructure Technician Apprenticeship



The Level 3 IT Infrastructure Technician apprenticeship is a nationally recognised work-based training programme preparing apprentices for a wide range of IT support based roles and equipping them with transferable skills that are valued by employers.

Level 3 IT Infrastructure Technician Apprentice

An IT Infrastructure Technician apprentice provides first and second line IT support to internal and external clients. They use technology to problem solve and troubleshoot common and non-routine issues efficiently. Apprentices will monitor the systems and provide support as required to rectify issues and maintain organisational productivity.

Each apprentice will be graded against the **competencies, knowledge** and **behaviours** required and approved by industry leaders. Learners must be at least 16 years old with a keen interest in IT and a desire to develop their skills whilst maintaining a full time position.

Progression

Upon successful completion of this apprenticeship, learners may apply to enter the register of IT Technicians to demonstrate professional competence at SIFIA level 3. In addition, apprentices may secure a full-time position within the relevant sectors. Apprentices may also progress onto a Higher/Degree level apprenticeship such as Level 4 Network Engineer and Level 6 Digital Technology and Solutions Professional.

The Apprenticeship Programme

Every apprentice is subject to an independent end-point assessment at the end of their apprenticeship. The individual will be graded against the behaviours, competence and knowledge developed during their experience as an apprentice. Apprentices are graded according to the evidence provided.

Competencies
Work both independently and as part of a team whilst following organisation standards
Demonstrate the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with guidance and legislation
Operate a range of mobile devices and securely add them to network in accordance with policies and procedures
Record, analyse and communicate data, at the appropriate level using standard tools and processes, to all stakeholders within the responsibility of the position
Apply structured techniques to common and non-routine problems, testing methodologies and troubleshooting
Analyse problems by selecting appropriate digital tools and techniques, and obtain relevant logistical support
Work flexibly and demonstrate the ability to work under pressure to progress allocated tasks in accordance with reporting and quality systems
Interpret and follow IT legislation to securely and professionally work productively in a work environment
Optimise hardware, software and network system performance
Identify and define the processes associated with the Waste Electrical and Electronic Equipment Directive (WEEE)

As part of this apprenticeship, the apprentice is required to attend training on the following knowledge modules, working towards passing a practical assessment to verify learning. One module must involve the achievement of a Professional Qualification. For example, in achievement of Networking & Architecture the learner will qualify by completing the MTA Network Fundamentals programme.

Knowledge Modules
Networking and Architecture
Mobile and Operating Systems
Cloud Services
Coding and Logic
Business Processes

An infrastructure technician also demonstrates the required attitudes, behaviours and interpersonal skills associated with the professional workplace including:

Behaviours
Communicate effectively using a full range of skills: speaking; listening; writing; body language; presentation
Ability to think logically and creatively
Analytical and problem solving skills
Ability to work independently and to take responsibility
Possess and make use of own initiative
Capacity to have a thorough and organised approach
Ability to work with a range of internal and external people
Maintain productive, professional and secure working environment

In addition, the apprenticeship is supported by qualifications in functional skills and evaluation of positive work-place behaviour.

Functional Skills
Level 2 English
Level 2 Mathematics

Employment

The Basics	
<ul style="list-style-type: none"> Duration: minimum 12 months 	<ul style="list-style-type: none"> Mentoring
<ul style="list-style-type: none"> Hours: minimum 30 per week, inclusive of training 	<ul style="list-style-type: none"> Annual leave, contract of employment, salary

Resources and Support

Youthforce offers a wide range of support for apprenticeships, including:

- One-to-one tutorials
- Comprehensive Support
- Action learning with peers
- Classroom sessions
- Distance E-learning

Contact Youthforce

Youthforce is dedicated to employer led training. For a conversation on how we can work together to develop your workforce through apprenticeships please get in touch.

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