

Apprentice Academy Training Sessions

1
Basics of IT Support

2
Principles of Communication with IT

5
Workflow Management

4
Networking

3
Principles of Hardware & Software

6
Technical Problem Solving

7
Trend Analysis

8
IT Security

11
Recap & Preparation of Work-based Project

10
Advanced Data Security

9
Cloud Technologies

12
Work-based Project

13
Finalising of Portfolio

14
Preparation for End Point Assessment

Infrastructure Technician Apprenticeship

Level 3



PROFESSIONAL
APPRENTICESHIPS

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INFRASTRUCTURE TECHNICIAN APPRENTICESHIP STANDARD - LEVEL 3

Eligibility

- Must be a computer savvy individual
- Must be a minimum of 16 years old
- Must hold 5 GCSE's graded A* to C or 9-5 equivalent
- Must have been a resident in the EU for 3 years

Apprentices will complete the following during this apprenticeship

- A portfolio to showcase the technical skills developed (See overleaf)
- 5 x Knowledge Modules (See overleaf)
- Work-based Project (See overleaf)
- End Point Assessment (EPA) (See overleaf)

What is involved in this apprenticeship?

- 15 month apprenticeship
- 1 day per month delivery in the training academy (month 15 will be EPA)
- Regular employer engagement & updates on progression
- Reviews every 10 weeks between employer, apprentice & Professional Apprenticeships

Expected from the Apprentice and the Employer

Apprentice

- Attend all academy training days
- Ensure 20% of their time every week is working on activities/tasks towards qualification
- Commitment & motivation
- Regular reviews with employer & Professional Apprenticeships
- Take responsibility for their own learning & development

Employer

- Support your apprentice's development
- Allow apprentices to attend training days
- Ensure a minimum of 20% of your apprentices time is spent learning, shadowing & working towards their qualification
- Regular reviews with your apprentice & Professional Apprenticeships
- Allow your apprentice to work on a wide range of IT related tasks

Computers are more important than ever when it comes to the running of a business and more people are needed with the skills to keep IT systems running. This apprenticeship is for those who have a natural understanding and passion for computers and technology.

The Infrastructure Technician apprenticeship will provide IT support to either external customers or internal staff within a company. The ideal candidate will have studied an IT based qualification at college or A-Level and committed to a career in IT.

Through work based learning and monthly training sessions the apprentice will develop their IT knowledge and competency.

What will be in the Portfolio?

The portfolio gives the apprentice the opportunity to document not only how they have developed their technological skills during the duration of their apprenticeship but also how they have applied these skills and how the skills have impacted their organisation. The development of the portfolio also gives the apprentice the opportunity to explore what potential future directions they might wish to explore in the realms of IT.

What are the 5 knowledge modules?

The 5 knowledge modules gives the apprentice a grasp of many of the technologies used in the IT industry and also enables the apprentice to develop a wide range of skills relating to those technologies.

- **Networking and Architecture** – This module gives the apprentices an understanding of network topologies, connectivity, network hardware and wireless standards.
- **Mobile and Operating Systems** – This module enables the apprentice to develop an understanding of operating system technologies and the seamless integration with mobile devices and mobile operating systems.
- **Cloud Services** – This module details the cloud-based technology and how it integrates with modern business practices.
- **Coding and Logic** – This module gives the apprentice an understanding of how computer software is developed, the logic involved in programs and an overview of modern coding languages.
- **Business Processes** – This module gives the apprentice an understanding of how IT integrates into all businesses and how that integration is managed.

What is involved in the Work-Based Project?

The Work-Based Project is a real-life based scenario which gives apprentices the opportunity to demonstrate their learning & also their industry knowledge.

End Point Assessment

The End Point Assessment gives the apprentice an opportunity to demonstrate their knowledge & learning to an independent assessor to complete their apprenticeship.