



## ELIGIBILITY/ENTRY REQUIREMENTS

- GCSE at grades 4 or above in maths and English.

# INFRASTRUCTURE TECHNICIAN

## Level 3, Apprenticeship Standard

This new apprenticeship standard has been designed by employers. It is suitable for those employers looking to recruit and train people to provide technical support to internal and external customers, helping them to be productive when using technology to do their own jobs. By the end of the programme, apprentices will be able to set people up on systems and provides support when needed, rectifying issues to maintain the organisation's 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. The Infrastructure Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity.



## TYPICAL JOB ROLES IN THIS AREA INCLUDE:

Help Desk Technician, First or Second Line Support, IT Infrastructure Technician, Network Support

## PROGRESSION ROUTE:

It forms the foundation of a career within the profession, giving the base for further development through a career path within an organisation and/or through the HR Consultant/Partner Apprenticeship. The apprentice can choose to stay within core HR or diversify into one of the specialist areas of HR.

### KEY FACTS:

<b>Delivery location</b>	Stretford Campus.
<b>Typical duration</b>	12 months.
<b>Study mode/frequency</b>	A blend of remote study via our virtual learning environment and dedicated tutor support through monthly communication/webinars and quarterly visits.
<b>Apprenticeship Framework</b>	-
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>Working knowledge of a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment</li> <li>Understands maintenance processes and applies them in Working practices</li> <li>Understands and applies the basic elements and architecture of computer systems</li> <li>Understands where to apply the relevant numerical skills e.g Binary</li> <li>Understands the relevant networking skills necessary to maintain a secure network</li> <li>Understands the similarities, differences and benefits of the current Operating systems available</li> <li>Understands how to operate remotely and how to deploy and securely integrate mobile devices</li> <li>Understanding and Working knowledge of Cloud and Cloud Services</li> <li>Understands the importance of disaster recovery and how a disaster recovery plan works and their role within IT</li> <li>Understands the similarities and differences between a range of coding and logic</li> <li>Understands and complies with business processes</li> <li>Working knowledge of business IT skills relevant to the organisation</li> </ul>
<b>Competency/skills or behaviours</b>	<ul style="list-style-type: none"> <li>Logical and creative thinking skills</li> <li>Analytical and problem solving skills</li> <li>Ability to work independently and to take responsibility</li> <li>Can use own initiative</li> <li>A thorough and organised approach</li> <li>Ability to work with a range of internal and external people</li> <li>Ability to communicate effectively in a variety of situations</li> <li>Maintain productive, professional and secure working environment</li> </ul>
<b>Functional Skills</b>	Learners will undertake Level 2 Functional Skills in Maths and English, if they have not already achieved this element.
<b>Assessment</b>	<ul style="list-style-type: none"> <li>Learners will have the opportunity to develop their knowledge via summative assignment assessments.</li> <li>Learners will build a portfolio of evidence to show skills attained within the workplace. Learners will collect a series of competency-based evidence along with assessor observations and discussions.</li> </ul>

For further information contact START on **0161 886 7461** or email **start@tcg.ac.uk**  
Stockport, Trafford, Apprenticeship, Recruitment Team



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**TRAFFORD  
COLLEGE**  
GROUP