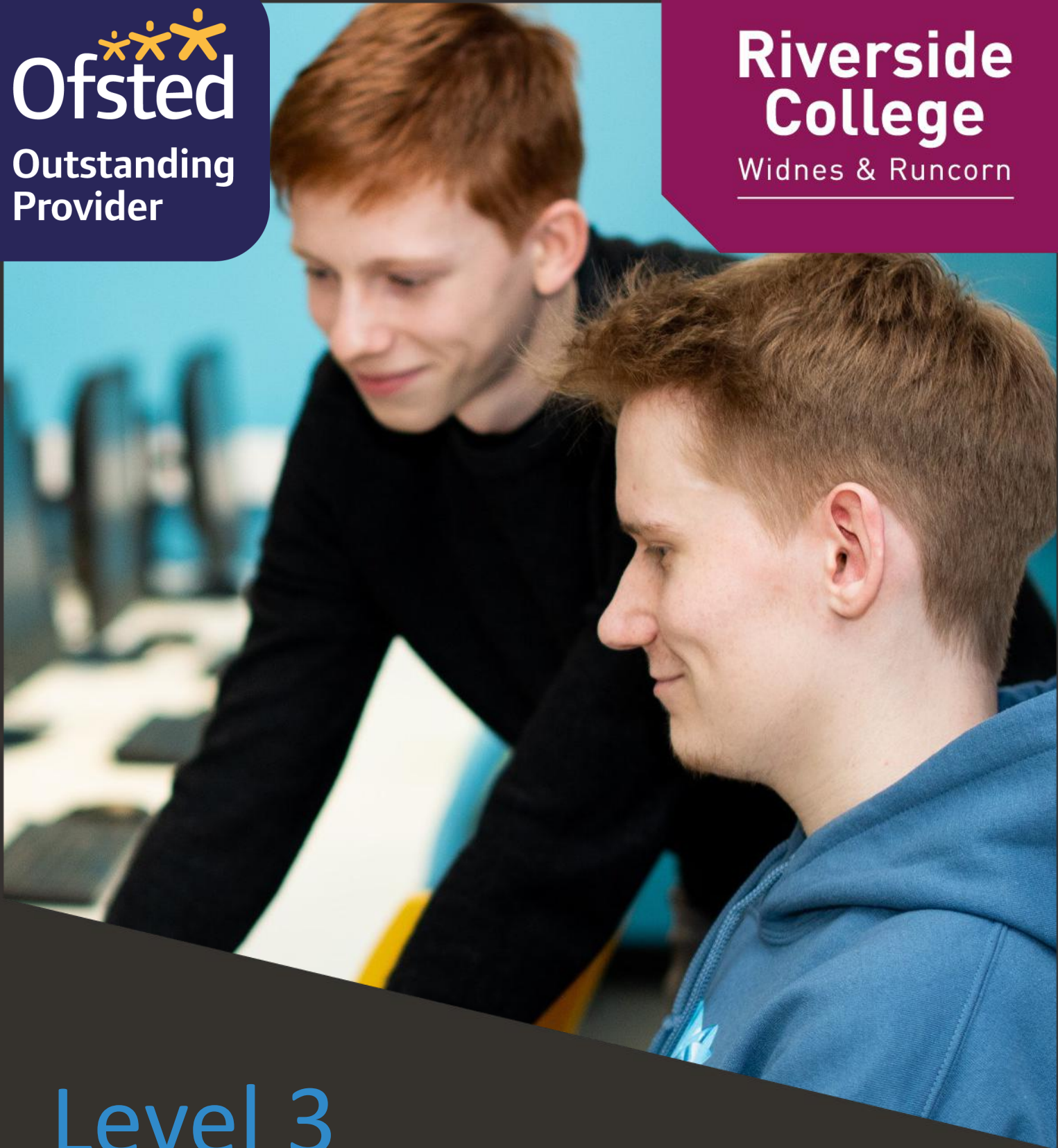# Ofsted
Outstanding Provider

Riverside College
Widnes & Runcorn

Level 3

Information Communications Technician Apprenticeship

Apprenticeships

99%
Employer Satisfaction

Level 3

Information Communications Technician

Summary

This occupation is found in organisations large and small, in all sectors and within public, private and voluntary organisations. The broad purpose of the ICT occupation is to deliver efficient operation and control of the IT and/or Telecommunications infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on premises or end-users provisioned as cloud services that is required to deliver and support the information systems needs of an organisation.

In their daily work, an employee in this occupation interacts with a wide variety of internal or external users of digital systems , through digital channels, remotely and/or face to face.

Entry Criteria

We would expect apprentices to have a minimum of 4
GCSE' s Grades 9-4 (A-C)

Attendance

Apprentices will attend college one day a week (during term-time only) at our Kingsway College Campus

Duration

18 months + End Point Assessment

What will I learn?

The Apprenticeship Standards consists of the Knowledge , Skills and Behaviours including:

- Provide technical support to customers (internal and external)
- Establish and diagnose ICT problems/ faults
- Interpret technical specifications relevant to ICT task
- Apply the appropriate security policies to ICT tasks
- Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues
- Communicate with all levels of stakeholders, helping to resolve issues
- Apply appropriate testing methodologies to hardware or software or cabling assets
- Practice guided continuous self learning to keep up to date with technological developments
- Document or escalate ICT tasks as appropriate

There are 2 pathways dependent on role:

- **Support Technician**
- **Network Technician**

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The Apprenticeship Journey

Initial Steps

Make an application
- Via your employer
- Or for a new apprenticeship vacancy

Interview Stage
(N/A for existing employees)

Initial Assessment
Functional Skills (if required)

Your Apprenticeship

Induction
(0-3 months)
- Start with employer
- Enrolment / commence college course
- Understand expectations

On Programme
(3– 18months)
- Continue attending college
- Work towards knowledge, skills and behaviours
- Develop portfolio

Gateway (18 months+)
- Achieved level 2 maths/ English
- Portfolio of evidence completed

Your End Point Assessment

End Point Assessment
(18 months+)
- Graded Distinction, Pass or Fail

Assessment Type
Professional discussion underpinned by portfolio
Project report with questioning

Apprenticeships

Riverside College
Widnes & Runcorn

How To Contact Us

Employer Services:

Phone: **0151 257 2828**

Email: **enterprise@riversidecollege.ac.uk**

Website: **www.riversidecollege.ac.uk/apprenticeships**

Twitter: **@riversidecoll**

Apprenticeships

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