INFRASTRUCTURE TECHNICIAN
APPRENTICESHIP STANDARD

Standard Code ST0125
Course Level 3
Day Release
Location: Lincoln
Funding Level £15000
Duration 15mths including EPA

Course Description

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

Off the Job Training

A key requirement of an Apprenticeship is Off-the-job training. This must make up at least 20% of the apprentice's contracted hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours.
The new learning must be documented and reflected on through the Learner Journal on their e-portfolio.

Entry Requirements

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. They will need to have five GCSEs at Grade 4/C or above, including English, Mathematics and a Science or Technology subject or a relevant Level 2 Apprenticeship or other relevant qualifications and experience.

Apprentices may be required to attend an interview and undertake relevant skills assessments.

Once they have been accepted on to the programme all apprentices will be required to attend a Lincoln College Induction. Apprentices will require access to a tablet/computer to access their e-portfolio.

Knowledge, Skills and Behaviours

Technical Competencies
Communication
Works both independently and as part of a team and following the organisations standards; competently demonstrating an ability to communicate both in writing and orally at all levels, using a range of tools and demonstrating strong interpersonal skills and cultural awareness when dealing with colleagues, customers and clients during all tasks.

IT Security
Demonstrates the necessary skills and behaviours to securely operate across all platforms and areas of responsibilities in line with organisational guidance, legislation.

Remote Infrastructure
Effectively operates a range of mobile devices and securely adds them to a network in accordance with organisations policies and procedures.

Data
Effectively records, analyses and communicates data at the appropriate level using the organisation's standard tools and processes and to all stakeholders within the responsibility of the position.

Problem solving
Applies structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analyses problems by selecting the digital appropriate tools and techniques in line with organisation guidance and to obtain the relevant logistical support as required.

Workflow management
Works flexibly and demonstrates the ability to work under pressure to progress allocated tasks in accordance with the organisation's reporting and quality systems.

Health and Safety
Interprets and follows IT legislation to securely and professionally work productively in the work environment.

Performance
Optimises the performance of hardware, software and Network Systems and services in line with business requirements.
Can explain the correct processes associated with WEEE (the Waste Electrical and Electronic Equipment Directive)

Technical Knowledge and Understanding

Working knowledge of a range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment.

- Understands maintenance processes and applies them in working practices.
- Understands and applies the basic elements and architecture of computer systems.
- Understands where to apply the relevant numerical skills e.g. Binary.
- Understands the relevant networking skills necessary to maintain a secure network.
- Understands the similarities, differences and benefits of the current operating systems available.
- Understands how to operate remotely and how to deploy and securely integrate mobile devices.
- Understanding and working knowledge of Cloud and Cloud services.
- Understands the importance of disaster recovery and how a disaster recovery plan works and their role within it
- Understands the similarities and differences between a range of coding and logic.
- Understands and complies with business processes.
- Working knowledge of business IT skills relevant to the organisation.

Underpinning Skills, Attitudes and Behaviour

- Logical and creative thinking skills.
- Analytical and problem-solving skills.
- Ability to work independently and to take responsibility.
- Can use own initiative.
- A thorough and organised approach.
- Ability to work with a range of internal and external people.
- Ability to communicate effectively in a variety of situations.
- Maintain productive, professional and secure working environment.

Assessment

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme.

- One to one support from a dedicated, professional assessor/instructor allocated to the learner for the duration of the programme.
- Work based assignments and projects to be completed in an e-portfolio.
- Case studies and in College course days as and when required for each learner
- Job shadowing and mentoring, cross training in other departments.
- Employer led in-house training.
- Independent learning and research as directed by the assessor, relevant to the area of study.
- Review of progress every 4-10 weeks with the Apprentice, Manager and Assessor, evaluating and contributing to what has been learnt and what the next steps to take are.

End Point Assessment

There will be an End Point Assessment (EPA) as the final stage of an Apprenticeship. The Apprentice must demonstrate their learning to an independent end point assessor and the overall grade available is distinction, pass or fail.

Summative Portfolio
Provides evidence against the totality of the standard, based on the application of knowledge, competence and behaviours to real work projects in the work environment.
Synoptic Project
Provides evidence against a selected set of knowledge, competencies and behaviours against a pre-defined project undertaken in a controlled environment.
Interview
Provides an opportunity for further evidence to be gathered and/or evidence to be explored in more detail against any of the knowledge, competence or behaviours.
Employer Reference
Provides the employer's perspective on how the apprentice has performed in the workplace and how they have applied their knowledge, competencies and behaviours in work projects.

Qualifications

Apprentices must achieve one knowledge module or vendor/ professional qualification from each of the five sections in the list below:

Ofqual regulated Knowledge Modules / Vendor or professional qualifications
Section 1
- MTA Network Fundamentals.
- CIW Network Associate*

Section 2
- Knowledge Module 2: Mobile and Operating Systems (for Level 3 Infrastructure Technician Apprenticeships).
- MCP Windows 8*
- MTA Fundamentals*
- Business Associate Application Development.

Section 3
- MTA Cloud Fundamentals.

Section 4
- Knowledge Module 4: Coding and Logic (for Level 3 Infrastructure Technician Apprenticeships).

Section 5
- Knowledge Module 5: Business Processes (for Level 3 Infrastructure Technician Apprenticeships).

Progression

Professional Recognition: 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.

Fees

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices must receive a minimum wage of £4.30 per hour within their first year of training from their employer, although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, the national minimum wage for your age would apply.

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at employers@lincolncollege.ac.uk

Business Benefits

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- Relevant Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation.
- Widening participation Apprenticeship standards provide opportunities to employees that may not previously have been available.
- Development tools A cost effective way to train your employees to undertake specific roles in your business.
- Return on Investment On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015).