

# LEVEL 3



## Information Communications Technician apprenticeship

18 months

Typical duration to gateway

£15,000

Maximum government funding

6 learners

Maximum training class sizes

### Role profile

Information Communications Technicians are essential for maintaining efficient computer and communications systems. They are responsible for managing IT and telecommunications infrastructure, including virtual and cloud services to meet the organization's information system needs.



### Areas of expertise covered

- Operating in IT Support/Professionalism
- Troubleshooting and Problem Solving (HW & SW)
- Networking
- Cloud Computing
- Information & Cyber Security Principles
- Monitoring, Maintenance and System Testing

### Assessment methods

**Method 1:** Professional discussion underpinned by portfolio.  
**Method 2:** Project report with questioning.

### Typical job roles

IT Support Analyst

Cloud Technician

Network Support

First-line support

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