In association with:

Hampshire County Council

Across all sectors, organisations need the skills, infrastructure and strategy to build an effective IT capability in today's digital economy. Our nationwide Information Communication Technician programme focuses on teaching the latest approach and techniques in computer systems. This will enable learners to learn the latest knowledge in IT support, alongside providing a stepping stone towards a career in the industry.

Programme breakdown

As an Information Communication Technician, learners will provide support to internal and external customers, helping them to be productive in using technology to do their jobs effectively. They will troubleshoot non-routine problems and support users remotely and face to face. Our ICT programme has two routes for progression into an IT career: Support Technician or Network Technician.

Duration: Typically 18 months.

Who is it for?: Learners who possess basic IT knowledge and /or wanting to go into or in a first or second line support or equivalent.

Requirements: An interest in computers and technology. A minimum of 5 GCSE's (ideally A* - C or 4 - 9) – Maths and English are also essential.

Typical job roles: Help Desk support, First-Line support, Office IT Technician, IT Support Analyst, Network Support, IT Field Technician, Cloud Technician, Digital Communications Technician, Network Field Operative.

Certification: Certified by City & Guilds. City & Guilds

Qualification & added value: The learner will receive a qualification in the Information Communication Technician Level 3 Apprenticeship standard. Learners will also receive an industry recognised qualification in CISCO IT Essentials.

CISCO IT Essentials

Induction process

Pre-induction

Before the learner signs up to the programme, they will get invited to a briefing session to make sure it is right for them and then be introduced to our dedicated on-boarding team to ensure eligibility. From here, they will complete their English and Maths initial assessments and a date will be arranged to conduct their sign-up.

Enrolment

During this session the learner's business coach will discuss the apprenticeship and show the learner around OneFile, our modular e-resource platform. They'll discover more about the modules that make up their apprenticeship and complete the enrolment process. Following the session, work will commence on their self-development project alongside completing the first pieces of e-Learning. Functional Skills learning will also be completed at this point if required.
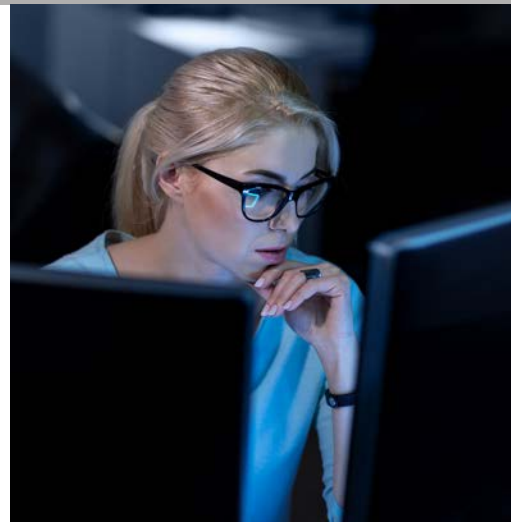
Coaching support

Regular coach visit to

- Give feedback on any self-study the learner has completed.
- Provide one-to-one learning and support. This includes a quarterly progression review with the learner and their line manager.
- Gather evidence for their portfolio.
- Discuss their Maths and English skills.
- Support the learner for their knowledge module exams.

Functional Skills

Functional Skills (FS) support the learners development of practical skills in English and Maths if they have not obtained grade A-C at GCSE level in those subjects.

They will need to sit the functional skills exam if they cannot provide evidence of certificates from their GCSEs. Their coach will provide support throughout their learner journey based on their individual needs.

Additional Learning Support

All learners will take assessment tests through our Candidate Management Onboarding Team so we can identify any additional support methods that will benefit their learning and future career aspirations.

We provide our learners with a tailored learning support plan offering further individual development and growth, supported by their Business coach.

Remote learning

Our learners benefit from always-on access to both our resources and training expertise. We have harnessed the latest technologies to provide a remote learning product that means learners can benefit from all our training and development programmes wherever they are.

Online coaching

We have great coaches with years of experience in delivering the most relevant and useful information to support people to achieve their goals.

Now, through remote access technologies like Microsoft Teams or Zoom, learners can see, hear and collaborate with our apprenticeship Business Coaches. This gives them direct access to ask questions and receive bespoke support relevant to the stage of their programme. This collaborative and interactive approach adds value to the learning experience and is now offered in a fully online environment.

Learner journey for ICT Support Technician

A **Support Technician** role is based around resolving system user queries and faults in a helpdesk environment. Support Technicians rectify or escalate faults rapidly to reduce the impact to their customer.

Learners will be supported monthly by our business coaches, have quarterly reviews involving their manager & attend 22 days of facilitated training to ensure they are fully equipped to start their career as a qualified tech professional.

Milestone 1

Month: 01 - 2

On-boarding & Induction

Learner completes induction & an individual learning plan is created. Discussion include health & safety, welfare, company aims & professional skills

Online directed learning:

- ✓ CISCO IT Essentials v7
    - o Introduction to Personal Computer hardware
    - o PC assembly Personal Computer

Portfolio: Induction activity (5%)

Milestone 2

Month: 03

Online directed learning:

- ✓ CISCO IT Essentials v7
    - o Advanced computer hardware
    - o Preventative maintenance & troubleshooting
- ✓ Help Desk essentials

Training:

- ✓ Communication skills *(2 days)*
- ✓ Helpdesk skills *(1 day)*
- ✓ Business processes *(1 day)*

Portfolio: 15%

Milestone 3

Month: 04

Online directed learning:

- ✓ CISCO IT Essentials v7
    - o Networking concepts
    - o Applied networking
- ✓ TCP/IP fundamentals

Training:

- ✓ Remote support *(1 day)*
- ✓ Disaster planning *(1 day)*

Portfolio: 20%

Milestone 4

Month: 05

Online directed learning:

- ✓ Cyber Security Essentials
- ✓ CISCO IT Essentials v7
    - o Laptops & other mobile devices
    - o Printers

Training:

- ✓ Network basics *(3 days)*
- ✓ Network & cybersecurity *(2 days)*

Portfolio: 30%

Milestone 5

Month: 06

Online directed learning:

- ✓ AWS Foundation
- ✓ Google Cloud Platform Essentials
- ✓ CISCO IT Essentials v7
    - o Virtualisation & cloud computing

Training:

- ✓ Cloud fundamentals *(2 days)*
- ✓ Virtualisation fundamentals *(1 day)*

Portfolio: 40%

Milestone 6

Month: 07 - 08

Online directed learning:

- ✓ Getting started with Linux
- ✓ CISCO IT Essentials v7
    - o Windows installation
    - o Windows configuration
    - o Mobile, Linux & macOS operating systems

Training:

- ✓ Maintenance *(2 days)*
- ✓ IT Essentials *(2 days)*
- ✓ Emerging technology *(1 day)*

Portfolio: 50%

Milestone 7

Month: 09 - 10

Online directed learning:

- ✓ CISCO IT Essentials v7
    - o The IT professional
    - o Feedback form
    - o Prep & final exam
- ✓ Introduction to Azure fundamentals
- ✓ Fundamentals of computer networking

Training:

- ✓ Support workshop *(1 day)*

Portfolio: 95%

Milestone 8

Month: 11 - 12

Online directed learning:

- ✓ Understanding ethical hacking
- ✓ Shell scripting with Bash & Z Shell

Training:

- ✓ EPA Support Session *(1 day – Month 11 & 1 day – Month 12)*

Portfolio: 100%

Milestone 9

Month: 13 - 18

Online directed learning:

- ✓ Windows Powershell essentials
- ✓ Foundations for cloud architecture

Training:

- ✓ Microsoft 365
- ✓ Azure fundamentals

End Point Assessment
Part 1: Professional discussion underpinned by portfolio
Part 2: Project report with questioning
Outcome: Learner meets business coach to explore next steps in their career

Learner journey for ICT Network Technician

A **Network Technician** role is usually desk based but may involve visits to client's premises to resolve issues. Network Technicians may be installing networked IT systems, including cabling and hardware, or cloud services to support expansion and better network services.

Learners will be supported monthly by our business coaches, have quarterly reviews involving their manager & attend 22 days of facilitated training to ensure they are fully equipped to start their career as a qualified tech professional.

Milestone 1

Month: 01 - 2

On-boarding & Induction

Learner completes induction & an individual learning plan is created. Discussion include health & safety, welfare, company aims & professional skills

Online directed learning:

- ✓ CISCO IT Essentials v7
    - o Introduction to Personal Computer hardware
    - o PC assembly Personal Computer

Portfolio: Induction activity (5%)

Milestone 2

Month: 03

Online directed learning:

- ✓ CISCO IT Essentials v7
    - o Advanced computer hardware
    - o Preventative maintenance & troubleshooting
- ✓ Help Desk Essentials

Training:

- ✓ Communication skills *(2 days)*
- ✓ Helpdesk skills *(1 day)*
- ✓ Business processes *(1 day)*

Portfolio: 15%

Milestone 3

Month: 04

Online directed learning:

- ✓ CISCO IT Essentials v7
    - o Networking concepts
    - o Applied networking
- ✓ TCP/IP Fundamentals

Training:

- ✓ Networking fundamentals & troubleshooting *(2 days)*

Portfolio: 20%

Milestone 4

Month: 05

Online directed learning:

- ✓ Cyber Security Essentials
- ✓ CISCO IT Essentials v7
    - o Laptops & other mobile devices
    - o Printers

Training:

- ✓ Network basics *(3 days)*
- ✓ Network & cybersecurity *(2 days)*

Portfolio: 30%

Milestone 5

Month: 06

Online directed learning:

- ✓ Azure – the big picture
- ✓ AWS Foundation
- ✓ Google Cloud Platform Essentials
- ✓ CISCO IT Essentials v7
    - o Virtualisation & cloud computing

Training:

- ✓ Cloud fundamentals *(2 days)*
- ✓ Cloud services *(1 day)*

Portfolio: 40%

Milestone 6

Month: 07 - 08

Online directed learning:

- ✓ Getting started with Linux
- ✓ CISCO IT Essentials v7
    - o Windows installation & config
    - o Mobile, Linux & macOS operating systems

Training:

- ✓ Maintenance *(2 days)*
- ✓ Data preservation *(1 day)*
- ✓ Dev Ops *(1 day)*
- ✓ Network design *(1 day)*

Portfolio: 50%

Milestone 7

Month: 09 - 10

Online directed learning:

- ✓ Introduction to Azure fundamentals
- ✓ CISCO IT Essentials v7
    - o The IT professional
    - o Feedback form
    - o Prep & final exam

Training:

- ✓ Support workshop *(1 day)*

Portfolio: 95%

Milestone 8

Month: 11 - 12

Online directed learning:

- ✓ Understanding ethical hacking
- ✓ Shell scripting with Bash & Z Shell

Training:

- ✓ EPA Support Session *(1 day – Month 11 & 1 day – Month 12)*

Portfolio: 100%

Milestone 9

Month: 13 - 18

Online directed learning:

- ✓ Windows Powershell essentials
- ✓ Foundations for cloud architecture

Training:

- ✓ Microsoft 365
- ✓ Azure fundamentals

End Point Assessment

Part 1: Professional discussion underpinned by portfolio

Part 2: Project report with questioning

Outcome: Learner meets business coach to explore next steps in their career

Programme assessment

End point assessment (EPA)

The final stage of the learner's learning journey is the EPA which will be carried out by an independent assessor. The EPA is broken down into three stages.

EPA preparation

The learner will have an EPA preparation session which will help them get ready for their project and a session preparing for the interview.

Gateway

Gateway is a meeting that takes place towards the end of the programme, between the learner, their line manager and their coach, to discuss their progress and decide whether they fully meet the requirements of the apprenticeship standard. Once the learner's portfolio is completed, the requirements for Functional Skills are evidenced and assessment methods below are measured, they can proceed through gateway.

Assessment methods

- Project with questioning: The learner will be receive a work based project assigned by their employer. The learner's knowledge, skills and behaviours from this project will be questioned by the independent assessor.

- Professional discussion with Portfolio: The professional discussion explores how well the apprentice meets the relevant knowledge, skills and behaviours detailed in the programme's assessment criteria. This discussion will be supported by the learner's portfolio of evidence, which is created from their place of work.

After this stage, the learner will receive a final grade of either a pass, merit or distinction.

Our apprenticeships available to Hampshire County Council staff

Digital

Information Communications Technician	Data Readiness	Data Analyst
Business Analyst	Software Developer	Network Engineer
Multi-Channel Marketer	Content Creator	Marketing Executive

About us

Just IT is all about making careers happen. As a multi, national award-winning company, operating for over 20 years, we support learners through our unique offering of Apprenticeships, Recruitment and Training services.

We put our customers at the centre of everything we do and that ensures that we run a business where candidates return continually to further develop their career and clients return to us on a repeat basis.

We have trained and developed over 12,000 candidates' careers and our focus on service means we have a 91% Employers satisfaction rating and 90% rate us good/Excellent.

To register your interest in using the programme, please email Andrew Walker: **andreww@justit.co.uk**

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