

Course Overview

Unified Communications Technician

Advanced Apprenticeships (Level 3)



The iSales way



Designing and delivering innovative, high quality apprenticeship programmes and bespoke training courses that will provide the knowledge and skills that businesses want and need to grow.

Our results speak for themselves with an 87.5% pass rate across all courses of which 70% of all learners achieved a merit or distinction. We are committed to sourcing for you the best local talent and or training your existing staff. With a vested interest in successful outcomes; it is our primary goal to deliver you a clear ROI for every employee.

Duration and delivery method



Over 24 Months, the course is delivered through blended learning approaches to include bi-monthly classroom, online certified technical training to include IT Fundamentals and Networking Fundamentals and through regular workplace projects and observations. Programmes can be tailored or delivered in-house for 6 or more learners.

Classroom Training



- Core business competencies and behaviours
- IT in the context of business, digital communication systems
- Communication for technicians
- Analysis, Problem-solving and diagnostic tools
- Customer experience, service level management and escalations
- Technical support to include rectification and documenting tasks
- Connecting equipment in line with technical requirements
- Personal effectiveness, time and priority management
- Team building and relationships
- Logical and creative thinking skills
- Data security and key legislation
- Project management skills
- Personal development and self-awareness

Who is this course for?

This training course is suitable for individuals working in a technical role that wish to develop their understanding of communications systems. They will use a range of remote and physical tools and equipment. They will be able to install basic communication hardware and software. They will also deal with routine service requests from internal and external sources including fault rectification across a range of technologies, applying security principals in line with legal and organisational requirements. This role could be office based, field-based, or remote.

Entry Requirements

Individual employers will set the selection criteria. Level 2 English and Maths must be achieved, prior to taking the end-point assessment. May require an IT / Technical aptitude test.

Professional Accreditation

This apprenticeship is recognised for entry onto the RiTEch register of IT Technicians.



Talk to us to find out more

For information on our courses, government funding, levy or bespoke training solutions, contact us: **01923 606810** or email **info@isalesacademy.co.uk**