

Course Overview

Unified Communications Trouble Shooter

Higher Apprenticeships (Level 4)



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.



Duration and delivery method

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



Technical Training

- Voice solutions including hardware and software
- Data solutions including switches, access points, firewalls and security
- Network services including media, hardware devices and software
- Network fundamentals to include routing and switching
- Security principles covering software, access, encryption and auditing
- Servers including storage, print services, group policy and updates
- Client software, including managing user profiles and troubleshooting user issues
- Domain service including assigning services, deploying software and applying updates

Classroom Training

- Business context, values and ethics
- IT in the context of business
- Business communication skills
- Analytical and problem-solving skills
- Logical and creative thinking skills
- Data security and key legislation
- Customer experience
- Personal effectiveness
- Project management skills
- Quality standards and best practice
- Team building and relationships
- Personal development and self-awareness

Who is this course for?

This training course is suitable for individuals working in a technical role that are required to provide customers (internal or external) with a specialist technical service to set them up on unified communications systems and to resolve problems when they arise. Delivered either face-to-face, on the phone or online. They will be required to install equipment and software and handle incidents and requests for help, including providing fault diagnostic across a broad range of unified communications technologies in accordance with business service level agreements.

Entry Requirements

Individual employers will set the selection criteria. Level 2 English and Maths must be achieved, prior to taking the end-point assessment. Relevant experience and/or an aptitude test with a focus on functional maths may be required.

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**