

Course Overview

Digital Communications Technician

(Information Communication Technician Standard)

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. 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 goal to deliver a clear ROI for every employee.



Duration and delivery method

Over 18 Months, the course is delivered through blended learning approaches to include monthly virtual classrooms, online certified technical training and through regular workplace projects and observations. Programmes can be tailored or delivered in-house for 6 or more learners.



Classroom Training

- Digital communication systems
- Communication methods, tools and styles
- Customer experience, service level management and escalations
- Data security and key legislation
- Analysis, problem-solving and diagnostic tools and methods
- Technical support to include fault rectification and documenting tasks
- Installing and connecting equipment in line with technical requirements
- Personal effectiveness, time and priority management
- Team building and relationships
- Project management skills
- Personal development and self-management

Who is this course for?

Suitable for individuals working in technical roles such as 1st & 2nd line telecoms, cloud technician, communication technician, helpdesk or support officers. They will have access to a range of remote and physical tools and equipment and be able to install and commission computer or telecoms hardware, software or cabling assets. They will provide fault rectification across a range of technologies, applying security principals in line with legal and organisational requirements and be able to monitor and maintain networks. The 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.

Apprenticeship Standard

[Information communications technician / Institute for Apprenticeships and Technical Education](#)



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**