

COURSE OVERVIEW

Information Communications Technician (Level 3)

Over **15-18 months**, the total cost of this apprenticeship programme is **£15,000**, or for non-levy payers, this is a maximum fee of 5% of the cost of training (**£750**) spread over the course duration.

- ▶ Technical support for internal / external customers
- ▶ Install and configure software and hardware
- ▶ Support the upgrade of systems or application projects
- ▶ Diagnose faults using different tools and methods
- ▶ Manage access requests and apply security policies
- ▶ Manage customer communications and escalations
- ▶ Test hardware, software, or cabling
- ▶ Adhere to SLAs and document work tasks

Entry Requirements:

Individual employers will set the entry criteria. This includes whether they will be required to achieve Level 2 English and Maths, prior to taking the end-point assessment.

This course is delivered through blended learning approaches to include classroom and virtual classroom. The programme includes some vendor certificates as agreed with the employer.

Structured group training usually takes place bi-weekly with a **1:1 coaching** session every **4-6 weeks**, unless an alternative approach and schedule is agreed with the employer.

Click [here](#) to see the corresponding Skills England page for this apprenticeship course.