



WHY IT WORKS FOR YOUR BUSINESS



RECRUIT NEW TALENT

Bring in a junior IT technician and grow your own technical capability from day one.



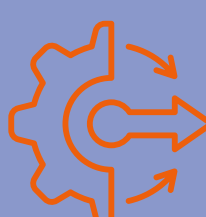
FUNDED TRAINING

Training funded through the apprenticeship levy or government co investment.



UPSKILL EXISTING STAFF

Formalise and sharpen the skills of a team member already supporting your systems and users.



REAL OUTPUT FROM MONTH ONE

Every module is applied to your live systems, tickets and projects, so you see value throughout.

APPRENTICESHIP FOR EMPLOYERS

IT SOLUTIONS TECHNICIAN LEVEL 3 APPRENTICESHIP

Build the person who keeps your systems working. A practical, workplace based apprenticeship that develops a technician who can design, build, test and support the IT solutions your business runs on.

LEVEL

Level 3

DURATION

**18 months plus
assessment**

ROUTE

Digital

OFF THE JOB

**370 hours
minimum**

STUDY MODE

**Remote &
face to face**

ASSESSMENT

To be confirmed

WHAT YOUR APPRENTICE WILL DO FOR YOU

DESIGN SOLUTIONS THAT FIT

Requirements gathered from your people and turned into concept and logical designs.

TEST BEFORE YOU TRUST

Test plans and structured testing so solutions work before they reach your users.

KEEP DATA AND SYSTEMS SECURE

Cyber security, privacy and legislation applied across the whole solution lifecycle.

BUILD, INSTALL AND CONFIGURE

Hardware, software, networks and cloud services installed and configured.

DEPLOY WITHOUT DISRUPTION

Change management, version control and safe implementation built into every go live.

SUPPORT AND DOCUMENT

Ongoing support for current and legacy systems, with a clear audit trail behind every decision.

COURSE CONTENT

FIFTEEN APPLIED MODULES

Fifteen taught modules, each applied directly to your own systems, users and projects. The programme moves from the role and the people it serves, through the technology itself, into design, security and compliance, then build, test and deployment, and finishes with support, sustainability and a professional showcase.

01

WELCOME TO IT SOLUTIONS

The Role, The Business Context and The Solutions Lifecycle

02

WHO WANTS WHAT

Stakeholders, Requirements Gathering and Cultural Awareness

03

PLAN OF ATTACK

Project Management, Prioritisation and Workload

04

UNDER THE BONNET

Computer Systems, Operating Systems and Solution Components

05

MAKING THE CONNECTION

Networks, Cloud Services, Hosting and Access

06

BLUEPRINT THINKING

Solution Architecture, Concept and Logical Design

07

OPTIONS ON THE TABLE

Creative Thinking, Configuration Choices and Cost Impact

08

DATA MATTERS

The Data Lifecycle and Using Data to Decide

09

LOCKED DOWN

Cyber Security, Privacy and Confidentiality in Practice

10

RULES OF THE GAME

Legislation, Policies, Standards and Health and Safety

11

BUILD IT RIGHT

Installing and Configuring Hardware and Software

12

PROVE IT WORKS

Testing Principles, Test Plans and Evaluating Performance

13

GO LIVE SAFELY

Deployment, Change Management and Version Control

14

KEEPING THE LIGHTS ON

Ongoing Support and Documentation for Every Solution

15

WHAT COMES NEXT

Sustainability, Emerging Technologies, Ethical AI and CPD

HOW IT IS DELIVERED

Delivered remotely and face to face and grounded in your workplace. A minimum of 370 hours of off the job training across the programme, around five hours a week over 18 months. Progress reviews every 8 to 12 weeks.

ENTRY REQUIREMENTS

Suited to new recruits and existing staff in an IT support, infrastructure or applications role. Apprentices work towards Level 2 English and maths in line with the funding rules.

END POINT ASSESSMENT

Assessed against five assessment outcomes, from solution design and infrastructure to data, security, documentation and stakeholder engagement. Must include a professional discussion, with further methods set by the assessment organisation, at any appropriate point in the programme. Graded pass or distinction.

ROLES AND PROGRESSION

Prepares your apprentice for junior IT support, applications support, database and DevOps roles. Typical progression: software developer, software tester, network engineer and cyber security technologist.

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