



---

# SPECIFICATION - LEVEL 2 Hardware, Network and Infrastructure FA004 v1.0



## Introduction

The Hardware, Network and Infrastructure Foundation Apprenticeship develops the knowledge, skills and behaviours required to support digital hardware, networking and infrastructure operations within a range of technology environments.

Learners will develop practical skills in installing, configuring and maintaining hardware and network systems, supporting users, applying safe working practices, and using appropriate digital tools and technologies to support organisational infrastructure requirements.

The programme supports progression into digital and IT support roles, including infrastructure, networking and technical support pathways.

Key Information	
Name	Hardware, Network and Infrastructure Foundation Apprenticeship FA004
Level	2
Duration	8 months
Funding Band	£4000
Prerequisites and Entry Requirements	Apprentices must follow the English and maths formal qualification requirements as set out in the Department for Education Apprenticeship funding rules.
Methods of Assessment	The assessment plan requires a knowledge test and a practical assessment. The knowledge test is typically delivered as a multiple-choice question (MCQ) assessment to assess underpinning knowledge. The practical assessment is intentionally flexible and may include observation, practical tasks, projects, presentations, simulated activities or portfolios of evidence. Assessment methods are designed to reflect real workplace activities and employer requirements while allowing learners to demonstrate occupational competence.
Grading	Learners are awarded an overall grade of Pass or Fail. Learners must achieve a pass in both the knowledge test and practical assessments to achieve the Foundation Apprenticeship.
Link to assessment plan	<a href="#">Hardware, network and infrastructure foundation apprenticeship / Skills England</a>

## Apprenticeship Assessment Objective

The assessment approach confirms that learners have developed the occupational knowledge, skills and behaviours required to operate effectively within hardware, networking and infrastructure environments.

Learners will demonstrate the ability to support hardware and infrastructure systems, apply networking principles, follow organisational and safe working procedures, use digital tools and

technologies appropriately, communicate effectively with users and colleagues, identify and resolve technical issues, and work professionally within digital and technology environments.

The practical assessment approach is employer-informed and designed to reflect the technologies, systems, processes and working practices used within the learner’s workplace.

## Programme Structure

Throughout the programme, learners will develop practical and theoretical understanding through a combination of workplace activity, off-the-job learning and applied assessment.

Training may include hardware installation and maintenance, networking fundamentals, infrastructure support, cyber security awareness, troubleshooting and fault resolution, digital communication and customer support, safe working practices, professional behaviours within IT environments, and the use of digital systems and tools.

Learners will be supported throughout the programme to prepare for assessment and progression within the digital sector.

## Available Support

Assessment guidance, sample materials and learner support documentation will be made available to approved providers and employers to support consistency in delivery and learner preparation.

## Assessment Outcomes

Assessment Outcome	KSB mapping
<b>A01 Health, safety, security and ethical use</b> - Demonstrates understanding of and compliance with organisational processes related to health, safety, security, and the ethical use of emerging technology.	K1*, K6, K15*, S1*, S8
<b>A02 Digital systems and infrastructure</b> - Demonstrates technical knowledge and skills in the maintenance of digital systems and infrastructure including emerging technologies and sustainable practices.	K2, K5*, K10, K11, K14, S2*, S5, S6*, S9*, S11*, S12*
<b>A03 Fault diagnosis, solutions and testing</b> - Demonstrates technical knowledge and skills in the diagnosis of faults and the production and testing of solutions, working with stakeholders and supporting users.	K3, K4, K7, K8, K9*, K12*, K13*, S3*, S4*, S7*, S10*

## KSB

### Technical knowledge

- K1: Health, safety and security including organisational policies and procedures.
- K2: Digital systems, infrastructure, networks, software packages and programmes.
- K3: Roles and responsibilities of stakeholders.
- K4: Own role and responsibilities and how they help to achieve the needs of the organisation.
- K5: Documentation and systems.
- K6: Essential cyber security compliance including phishing and scams.
- K7: Function and operation of the stages within the solutions life cycle.
- K8: User requirements, needs and priorities.
- K9: Essential solution architecture and testing.
- K10: Emerging technologies, for example automation or AI in the sector and or occupation.
- K11: The components of digital infrastructure and the relationship between devices.
- K12: Technical fault diagnosis. Identify and confirm basic faults within the system.
- K13: Test parameters, standard requirements and common solutions.
- K14: Different types of hardware, software, apps and or firmware.
- K15: IT security vulnerabilities.

### Technical skills

- S1: Comply with health and safety and security requirements.
- S2: Use of infrastructure, networks, software, packages or programmes.
- S3: Apply knowledge to resolve issues and support users knowing when and who to escalate to.
- S4: Test performance and usability.
- S5: Apply sustainability practices in their role.
- S6: Maintain documentation and systems following organisational process and procedures.
- S7: Use digital technologies to support daily work activities.
- S8: Safe and ethical use of emerging technologies.
- S9: Install equipment and components.
- S10: Carry out routine maintenance and repair common faults.
- S11: Remove hardware following organisations processes.
- S12: Install software, apps or firmware to user requirements.

### Employability skills and behaviours

- EB1: Communicate and share information using verbal, non-verbal, written and digital methods.
- EB2: Act in a professional manner including good time keeping and conduct.

- EB3: Apply new learning and feedback to everyday practice.
- EB4: Complete own work tasks and ask for help when needed.
- EB5: Work with colleagues to contribute to team outcomes.
- EB6: Seek ways to manage own financial, health and wellbeing needs using available resources.
- EB7: Overcome challenges and adapt to changes at work.
- EB8: Work in line with health, safety and environmental requirements.