SPECIFICATION - LEVEL 3 INFORMATION COMMUNICATIONS TECHNICIAN v1.2 (ST0973)

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Introduction

The Information Communication Technician Level 3 apprenticeship develops the skills and knowledge to install, support, and maintain IT and telecommunications systems across a wide range of organisations and sectors. Technicians ensure the efficient operation, performance, and security of physical and virtual infrastructure, including hardware, software, networks, and cloud services. The role involves diagnosing and resolving technical issues, providing user support, and contributing to the delivery of reliable and secure digital services in line with organisational policies and industry standards.

Key Information	
Name	Information Communications Technician ST0973
Level	3
Duration	18 months on-programme, 4 months EPA window
Funding Band	£15,000
Prerequisites and Entry Requirements	Before final assessment of the qualification, the Learner must be employed in a relevant role, meet Gateway requirements before taking the End-Point Assessment. have completed a portfolio of evidence and, if applicable, have passed the required Functional Skills. There are no mandatory qualifications required for this this End-Point Assessment.
Pathways	Support Technician, Network Technician and Digital Communications Technician
Methods of Assessment	There are two assessment methods, project report (with questioning), and a professional discussion (underpinned by a portfolio of evidence).
Grading	Learners will be assessed across the two assessment components and awarded a grade of Fail, Pass, or Distinction. The overall result from each assessment method is combined to decide the overall grade of a Fail, Pass, Merit or Distinction. Grading criteria are outlined in the End-Point Assessment Plan and associated guidance documents.
Link to assessment plan	Information communications technician / Skills England

End-Point Assessment Objective

confirms the apprentice's ability to work independently as an Information Communication Technician, supporting internal and external customers by installing, configuring, monitoring, and maintaining IT and telecommunications systems. This includes resolving technical issues, optimising system performance, and ensuring services are delivered securely, efficiently, and in compliance with organisational and industry requirements across a variety of work environments.

Programme Structure

Throughout the programme, apprentices will gain practical skills and underpinning knowledge in a variety of settings. They will be employed in a relevant role for typically 18 months, during which they will compile a portfolio of evidence with support from their assessor. The assessor will monitor progress against the standard to ensure the apprentice is fully prepared for the EPA.

Available Support

Sample assessment materials for the project report and professional discussion are available to approved training providers to support learner preparation and ensure consistency in delivery.

KSB Mapping Table

Assessment method 1: Professional discussion underpinned by portfolio
Core Knowledge
K1: Approaches to back up and storage solutions
K2: basic elements of technical documentation and its interpretation
K3: Principles of root cause problem solving using fault diagnostics for troubleshooting
K4: Principles of basic network addressing for example binary
K5: basic awareness of the principles of cloud and cloud-based services
K6: fundamental principles of virtual networks and components
K7: principles of cultural awareness and how diversity impacts on delivery of support tasks.
K8: methods of communication including level of technical terminology to use to technical and non-technical stakeholders
K9: different types of maintenance and preventative measures to reduce the incidence of faults
K10: key principles of Security including the role of People, Product and Process in secure systems for example, access and encryption requirements
K11: fundamentals of physical networks and components
K13: a basic awareness of legislation in relation to disposal of waste materials for example Waste Electronic and Electrical regulations
Core Skills
S1 Interpret and prioritise internal or external customer's requirements in line with organisation's policy
S2 Apply the appropriate tools and techniques to undertake fault finding and rectification
S3 Apply Continuous Professional Development to support necessary business output and technical developments
S4 Operate safely and securely across platforms and responsibilities.
S5 Communicate with all levels of stakeholders, keeping them informed of progress and managing escalation
S6 Develop and maintain effective working relationships with colleagues, customers and other relevant stakeholders
S7 Manage and prioritise the allocated workload effectively making best use of time and resources

S8 complete documentation relevant to the task and escalate where appropriate
Core Behaviours
B1: Works professionally, taking initiative as appropriate
B2: Communicates technical and non-technical information in a variety of situations to support effective working with internal or external stakeholders
B3: Demonstrates a productive and organised approach to their work
B4: Self-motivated, for example takes responsibility to complete the job.
Option 1 Support Technician
Knowledge
K14: fundamental principles of operating systems, hardware system architectures and devices
K15: principles of remote operation of devices including how to deploy and securely integrate mobile devices into a network
K16: fundamental principles of peripherals for example: printers and scanners
K17: principles of virtualisation of servers, applications, and networks
K18: principles of disaster recovery, how a disaster recovery plan works and their role within it
K19: principles of Test Plans, their role and significance
K20: fundamentals of purpose, creation, and maintenance of asset registers
K23: Basic elements of infrastructure architectures including Wi-Fi and wired networks
Skills
S15 Escalate non routine problems in line with procedures
S16 Use basic scripting to execute the relevant tasks
Option 2: Network Technician
Knowledge
K39: different types of connectivity and cabling
K24: Principles of OSI layers
K26: Principles of DNS / DHCP
K27: Awareness of Cloud platforms, such as AWS, Azure, or GCP
K28: Principles of LANs and WANs
K29: Approaches to virtualisation of cloud environments, servers, applications and networks

K30: Principles of network protocols
K31: Principles of API's and Web Services
K32: The different types of cloud storage
K34: Principles of databases and migration
K35: Key principles of Cloud Security and firewalls
K36: DevOps methodology and tools, such as Puppet, Chef, Git, Docker.
Skills
S19 Use a range of Cabling or Connectors equipment in line with technical requirements
S20 Test and evaluate network environments
S21 Monitor performance and usage of a network
Option 3: Digital Communications Technician
Knowledge
K38: Awareness of the purpose of firewalls
K39: different types of connectivity and cabling
K40: Awareness of network protocols
K44: Basic principles of VPN and Remote Access Security for example transmission technologies
K24: Principles of OSI layers
Skills
S28 Establish digital communication or telecommunications systems or networks for example through cabling and connecting equipment
S31 Use information necessary to identify operational issues and rectify or escalate accordingly in line with policy
S19 Use a range of Cabling or Connectors equipment in line with technical requirements
Assessment method 2: Project report with questioning
Core
K12: approaches to documenting tasks, findings, actions taken and outcome for example, use of task tracking and ticketing systems
S11 Provide remote/face-to-face support to resolve customer requirements
S10 Establish and diagnose the extent of the IT support task, in line with the organisation's policies and SLA's

S12 Maintain a safe working environment for own personal safety and others in line with Health & Safety appropriate to the task
Option 1 Support Technician
Knowledge
K21: approaches to system upgrades and updates and their significance
K22: approaches to interpretation of log files, event viewer and system tools
Skills
S9 Install or undertake basic software and or hardware upgrades, either physically or remotely
S13 Identify and scope the best solution informed by the system data associated with the task
S14 Test and evaluate the system's performance and compliance with customer requirements.
S17 Carry out routine maintenance across systems, (such as IT, Communications), ensuring organisational compliance at all times
S18 Apply the necessary security, in line with access and/or encryption requirements
Option 2: Network Technician
Knowledge
K25: Principles of cloud and network architecture (including Wi-Fi)
K33: Back up procedures and their importance
Skills
S22 Deploy applications on a network
S23 Set up storage and data access for staff
S24 Apply necessary security measures, in line with access requirements to a network
S25 Carry out routine maintenance across network systems, ensuring organisational compliance
S26 Monitor network-related workloads including DNS and firewalls
S27 Install or undertake basic upgrades, either physically or remotely
Option 3: Digital Communications Technician
Knowledge
K37: Basic elements of network communication architectures
K41: The purpose of digital communications technologies
K42: Main factors affecting network performance including faults and error control

K43: Principles of digital test and diagnostic equipment usage
Skills
S29 Identify a range of tools and or diagnostic equipment, for example, Hardware or Software components, to resolve Communications or Telecommunications requirements.
S30 Undertake basic telecommunications activities, in response to an allocated task, designated responsibilities, instructions or customer requirement