SPECIFICATION - LEVEL 3
IT SOLUTIONS TECHNICIAN v1.1
(ST0505)

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Introduction

The IT Solutions Technician Level 3 apprenticeship develops the skills to design, implement, and maintain IT solutions that address business needs and improve efficiency. Apprentices work across the full solutions lifecycle, from gathering requirements and developing designs to testing, implementation, and ongoing support. Solutions may involve hardware, software, or a combination, with consideration of system interdependencies and business impact. IT Solutions Technicians work with stakeholders to deliver effective, value-for-money solutions aligned to organisational objectives.

Key Information	
Name	IT solutions technician ST0505
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.
Methods of Assessment	There are two assessment methods, project with presentation, and questioning and a professional discussion (underpinned by a portfolio of evidence).
Grading	Apprentices will be assessed across all assessment components and awarded a grade of Fail, Pass, or, where applicable, Distinction. The results from each assessment method will be combined to determine the overall grade of a Fail, Pass, Merit. or Distinction. Grading combinations and criteria are set out in the End-Point Assessment Plan and associated guidance documents.
Link to assessment plan	IT solutions technician / Skills England

End-Point Assessment Objective

The End-Point Assessment (EPA) confirms that the apprentice has achieved the required competence to work independently as an IT Solutions Technician. This includes the ability to gather and analyse requirements, design and implement solutions, apply testing and change management processes, and provide ongoing maintenance and support. Apprentices must demonstrate they can work collaboratively with technical and non-technical stakeholders, justify design choices, and ensure solutions are secure, efficient, and meet organisational needs.

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 with presentation and questioning and the professional discussion are available to approved training providers to support learner preparation and ensure consistency in delivery.

KSB Mapping Table

Knowledge	Assessment Method
K1 The stages within a solutions lifecycle.	Profession discussion underpinned by portfolio
K2 Stakeholder management techniques and approaches.	Profession discussion underpinned by portfolio
K3 Project management approaches and methodologies.	Project with presentation, and questioning
K4 Principles of solution architecture.	Project with presentation, and questioning
K5 Creative and critical thinking principles to aid in solutions suggestions.	Project with presentation, and questioning
K6 The main components within an IT solution including how hardware and or software components may work together.	Project with presentation, and questioning
K7 The main components of a computer system and their purpose.	Profession discussion underpinned by portfolio
K8 The purpose of an Operating System OS.	Profession discussion underpinned by portfolio
K9 Concepts of cloud, cloud services and cloud storage, including cloud enablement and application e.g. SaaS, PaaS, IaaS.	Profession discussion underpinned by portfolio
K10 Different types of network devices and components.	Profession discussion underpinned by portfolio
K11 The requirements of systems hosting and access.	Profession discussion underpinned by portfolio
K12 Relative merits of different types of configurations for example default and custom.	Profession discussion underpinned by portfolio
K13 The data lifecycle including creation, processing and storage, usage archiving and destruction.	Profession discussion underpinned by portfolio
K14 Emerging technologies, such as Artificial Intelligence and machine learning, the ethical usage of AI tooling and the potential implication for digital activities and solutions.	Profession discussion underpinned by portfolio

K15 Principles of the types of testing, such as functional and non-functional testing, user testing and performance testing, including where testing can be automated where possible.	Project with presentation, and questioning
K16 Significance of test plans.	Project with presentation, and questioning
K17 Principles and importance of change management for example version control.	Project with presentation, and questioning
K18 Organisation and industry legislation, policies and Standards.	Profession discussion underpinned by portfolio
K19 Principles of cyber security and the implication on IT solutions.	Profession discussion underpinned by portfolio
K20 Fundamentals and application of health and safety legislation and policies.	Profession discussion underpinned by portfolio
K21 How their work contributes to Carbon emissions and what steps can be taken to reduce emissions.	Profession discussion underpinned by portfolio
K22 Communication techniques: verbal and written.	Project with presentation, and questioning
K23 Principles of cultural awareness and how diversity impacts on solutions.	Profession discussion underpinned by portfolio
Skill	Assessment Method
S1 Work at any stage of the solution lifecycle.	Profession discussion underpinned by portfolio
S2 Interpret client requirements.	Project with presentation, and questioning
S3 Prioritise tasks to work within agreed project plans.	Project with presentation, and questioning
S4 Ensure resources are used efficiently and responsibly.	Profession discussion underpinned by portfolio
S5 Design solutions to meet client and business requirements.	Project with presentation, and questioning
S6 Identify technical solutions using creative and critical thinking.	Project with presentation, and questioning
S7 Install hardware or software, either physically or virtually.	Project with presentation, and questioning
S8 Search and use different types of data or information sources.	Profession discussion underpinned by portfolio

S9 Test and evaluate performance, functionality, and usability of solutions to ensure compliance with customer and project requirements.	Project with presentation, and questioning
S10 Deploy and implement solutions, supporting change management practices.	Project with presentation, and questioning
S11 Create and maintain documentation in accordance with best practice and organisational requirements.	Profession discussion underpinned by portfolio
S12 Support multiple contemporary or legacy solutions to required levels of service.	Profession discussion underpinned by portfolio
S13 Apply organisational policies and legislation in relation to security requirements, privacy, and confidentiality.	Profession discussion underpinned by portfolio
S14 Communicate using a variety of tools and approaches, adapting language for technical and non-technical stakeholders.	Project with presentation, and questioning
S15 Apply continuous professional development CPD to support their own learning, business needs and technical developments.	Profession discussion underpinned by portfolio
Behaviours	Assessment Method
B1 Work independently, taking responsibility and initiative as necessary.	Project with presentation, and questioning
B2 Demonstrate standard business courtesies and professional ethics.	Project with presentation, and questioning
B3 Demonstrate a productive and organised approach to their work.	Project with presentation, and questioning
B4 Work with stakeholders whilst contributing to a supportive and inclusive workplace.	Profession discussion underpinned by portfolio
B5 Take an environmentally sustainable mindset towards solution design and implementation activities ensuring climate change and the move to net carbon zero is a consideration.	Profession discussion underpinned by portfolio
B6 Demonstrate due diligence in all working practices.	Profession discussion underpinned by portfolio