Overview of our Infrastructure Technician Apprenticeship level 3

The University of Exeter Infrastructure Technician Apprenticeship Scheme will elevate your career within the Information Technology (IT) environment. Upon completion of the apprenticeship you will have gained BCS recognised qualification and a diverse range of work experience within a Russell Group, UK top 10, University.

You will receive an excellent educational experience from our training providers, and will be immersed in real time on the job training at the University of Exeter whilst in your day to day role.

An Infrastructure Technician provides support to internal and external customers, helping them to be productive when using technology to do their own jobs, by using tools to problem solve and trouble shoot non routine problems. The Infrastructure Technician sets people up on systems and provides support when they need it, rectifying issues to maintain the organisations productivity.

With a focus on adding value, your role contributes to the efficiency of the University, through support of functional areas, working across teams and resolving issues as requested. Flexibility and responsiveness is required to enable you to develop a wide range of skills.

Typical roles include: Help Desk Technician, First or Second Line Support, IT Infrastructure Technician, and Network Support.

What are the entry requirements?

Applicants will need at least 5 GCSEs at grade C/4 or above including English and Maths (desirable ICT). Entry requirements may vary depending on the level of apprenticeship.

What is the duration of my apprenticeship?

Dependent on the role you apply for at the University, your Apprenticeship will last **24 months**.

What Qualifications will I achieve?

- ✓ BCS Level 3 Infrastructure Technician Apprenticeship: BCS Level 3 Awards in Networking and Architecture, Mobile and Operating Systems, Cloud Services, Coding and Logic, and Business Processes
- ✓ Employer Rights and Responsibilities workbook

This apprenticeship is recognised for entry onto the register of IT technicians confirming SFIA level 3 professional competence and those completing the apprenticeship are eligible to apply for registration.

What topics could I study?

- ✓ maintenance processes and troubleshooting using digital tools and techniques
- ✓ how to record, analyse and present data
- ✓ problem solving and how to manage workflow
- ✓ a knowledge of cabling and connectivity
- ✓ the architecture of computer systems
- ✓ an understanding of the differences in coding and logic
- ✓ written and spoken communication skills

All units must be continually assessed by the tutors and internally verified. An External Quality Assessor from the awarding organisation may sample portfolios and test administration to ensure Centre compliance with Quality Assurance procedures and correct interpretation of the national standards.

When on your college day-release, you will be supported by your Skills Trainer/tutors. You will spend the remainder of the week in the workplace. Whilst at work, your Skills Officer will visit you and carry out assessments.

What is it like to study and how will I be assessed?

Apprentices attend college one day per week for two college years.   Apprentices work in an IT environment at the University for 4 days per week to support college training.

The key focus of the Apprenticeship programme is **workplace training "on-the-job"** carried out in conjunction with the nominated supervisor/mentor. **"Off job" training,** knowledge delivery and assessment are carried out at a local College within the Computing Section. The knowledge modules are completed and assessed at a local College (Units above). The summative portfolio NVQ units are assessed in your company. An NVQ assessor will visit the apprentice in the workplace to observe some practical assessments and liaise with the supervisor/mentor to discuss the apprentice progress and set targets**.**

Attendance at college on one day a week is mandatory and is closely monitored by the Training Officer who will contact the employer if absence is reported. The college day may run from 09:00 – 18:30 for the Infrastructure Technician Apprenticeship. The day at College will consist of theory, practical and Functional Skills sessions. These sessions are designed to build skills and cover areas where the apprentice may not have responsibility in the workplace.

A Personal Training Plan will be designed to meet the apprentice needs and this will be updated and amended as the apprentice progresses and if circumstances change.

Theoretical underpinning knowledge for each NVQ unit is given and linked to practical application and is supported by the NVQ assessor.

Evidence of the apprentice's progress in the workplace is encouraged and is used within the NVQ portfolio to demonstrate consistent competence. This could be in the form of witness testimony of observed activities from the workplace supervisor and photographs of work in progress, plus examples of work, drawings and job cards that the apprentice has contributed towards and used.

What can my apprenticeship lead on to?

Your apprenticeship at the University of Exeter will help you progress in your career through senior IT roles into a management role. On successful completion of your apprenticeship there may be opportunities to take up a permanent role at the University.

As your career develops, you may wish to continue your studies and enrol in a level 5 IT related apprenticeship, team leading, people management or leader management.

This could lead your career towards studying for a Degree Apprenticeship with our training providers.