



Infrastructure Technician

Course Overview

- ◆ On this apprenticeship programme students will learn about the primary role of an infrastructure technician. This includes learning how to set up individual profiles on IT systems, provide support and solve problems to help organisations run smoothly.
- ◆ The apprentice will provide support to internal and external customers, helping them to be productive when using technology to complete tasks related to their own jobs.
- ◆ They will use various tools to problem solve and troubleshoot non-routine problems, rectifying any issues and maintaining the organisations productivity.
- ◆ Students gain knowledge on a range of IT components such as networking fundamentals, mobile and operating systems, coding, logic, and cloud services. You will also have the opportunity to study for the Microsoft Technical Associate qualifications and A+ Certification.
- ◆ Some of the core competencies the apprentice will learn include: understanding the range of cabling and connectivity, the various types of antennas and wireless systems and IT test equipment used, understanding and applying the basic elements and architecture of computer systems, and understanding how to operate remotely and how to deploy and securely integrate mobile devices.

Who is it aimed at?

It's open to all ages - not just school or college leavers, employed adults are eligible too. The course is for anyone interested in the following job roles:

- ◆ Help Desk Technician
- ◆ First or Second Line Support
- ◆ IT Infrastructure Technician
- ◆ Network Support

These roles can vary within the IT department of small, medium and large businesses.

Duration

- ◆ This apprenticeship takes approximately 12 months for the apprentice to fully complete.

How is this apprenticeship delivered?

- ◆ As part of this apprenticeship programme, the apprentice will spend four days in the workplace and one day at college where they will undertake classroom training, portfolio building and will perform practical related projects.

Entry requirements

- ◆ Employers set their own entry specification but the apprentice will hold a A-levels or other Level 3 qualifications as well as GCSE Maths and English.

Off-the-job funding rule

- ◆ The funding rules state that 20% of the apprentice's time must be spent completing off-the-job training, this may include different activities and is measured over the course of the apprenticeship.
- ◆ Apprentices will be required to undertake the equivalent of a day's training to meet this funding rule. This could be either attending BCoT, shadowing another department/role, online learning, or manufacturer training and will be fully documented in their portfolio.

Progression opportunities

- ◆ Upon completion of the apprenticeship, with the transferable skills gained, the apprentice can progress further and apply their knowledge within various IT roles across many sectors.
- ◆ The apprentice may also wish to progress their training further and undertake the Level 4 Network Engineering apprenticeship, or work towards other relevant qualifications related to their role in the workplace.

Did you know?

- ◆ An apprentice can be a new or existing employee.
- ◆ Apprenticeships are open to anyone living in England over the age of 16 and not in full-time education.
- ◆ Apprenticeship programmes can go up to degree level.
- ◆ BCoT is one of the largest providers of apprenticeships in the region. We work with large and small employers across all industry sectors.
- ◆ BCoT is in the top 30% of colleges nationally for timely achievement of apprenticeships for all ages and levels - National Achievement Rate Tables 2017/18.

Get in touch

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