

Information Communications Technician Level 3



**Includes 3 x Free
Extra Qualifications**

- IT Essentials
- Intro to Modern AI
- CompTIA A+



**13 - 15 months
+ assessment**



**Live online
learning**



**Delivering efficient operation and control
of IT systems and infrastructure**

★★★★★ **Excellent
Employer reviews**

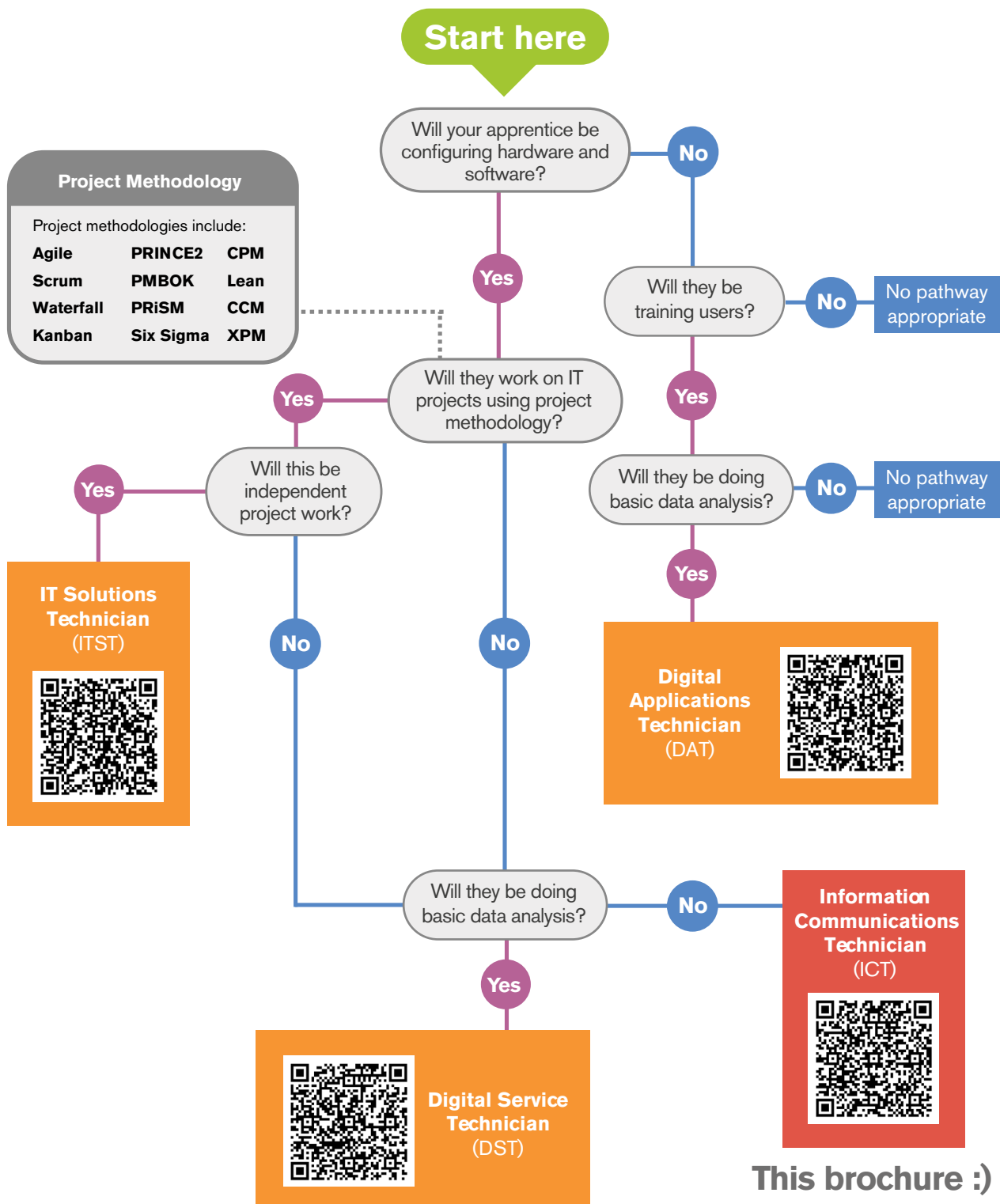
★★★★★ **Excellent
Apprentice reviews**

Official Department for Education (DfE) reviews and pass rate

**99.5%
Pass Rate**

Choosing the Right Level 3 Technician Apprenticeship

We offer four distinct Level 3 Technician Apprenticeship programmes, each tailored to meet specific needs and skill sets. Understanding the unique aspects of these programmes is crucial to selecting the best fit for your team or potential apprentice. To simplify the decision-making process, we've created an easy-to-follow flowchart to guide you...



Welcome to LearnTech



Katie Fowler

Director of Education

Our mission is to inspire and educate tech talent in England, by providing outstanding tech training and apprenticeships...



At LearnTech, our primary focus is to provide high-quality tech training and digital apprenticeships. We do this through innovative teaching, equipping students with the skills and knowledge they need to build outstanding careers in tech, and support organisations effectively.

When designing our curriculums, we consider the knowledge, skills (both technical and non-technical) and behaviours employers need most in the workplace, to impact the ability of our students to progress in their chosen careers. We work in partnership with our employers to deliver exceptional collaborative learning experiences tailored to real-world demands.

We're passionate about reducing gaps in accessibility and opportunity through our tech training, alongside literacy and numeracy

development, supporting our employers and partners to this end. We also have a dedicated team focused on accessibility and inclusivity for students with additional learning support needs, creating a safe, welcoming environment where everyone can thrive.

At LearnTech we never compromise quality for commercial gain. Our trainers and mentors have lower than average caseloads, ensuring every student benefits from regular, dedicated and personalised attention to enhance their learning.

Both our students and team are part of a community built on collaboration, plus continuous learning and improvement. Alongside our employer partners, they are at the heart of everything we do. We strive to create an environment where our educators can focus on what they do best - teaching tech and empowering the next generation of tech talent.

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Visit [Learn-Tech.com](https://www.learn-tech.com)



Level 3

Information Communications Technician

Overview



This apprenticeship equips individuals with the essential skills to excel in modern ICT roles, from troubleshooting networks and supporting digital communication systems to ensuring cybersecurity protocols are robust

Head of Department for Infrastructure, Cyber and Networking

Information Communications Technicians play a vital role in maintaining and optimising the computer and communication systems used by organisations. These systems power operations and support decision making, ensuring businesses run smoothly and securely.

Our apprenticeship enables individuals to build the knowledge and skills needed to ensure the efficient operation and management of IT and telecommunications infrastructure, including hardware, software, networks, data storage and cloud services.

Who is it for?

This apprenticeship is designed for individuals working in computer and communications systems support roles.

Apprenticeship candidates are likely to be working as

- Communications / Telecommunications Technician
- IT Support Analyst / Officer
- Help Desk Support
- Network Support / IT Support Officer
- IT Field Technician
- Maintenance Support Technician

Candidates will need to...

- ☐ **Be employed in or being hired** into a job role with computer and communications systems support responsibilities
- ☐ **Be working on real-world IT systems support projects** to showcase their knowledge and skills
- ☐ **Have support from their employer** to dedicate approximately 8 working hours a week to training



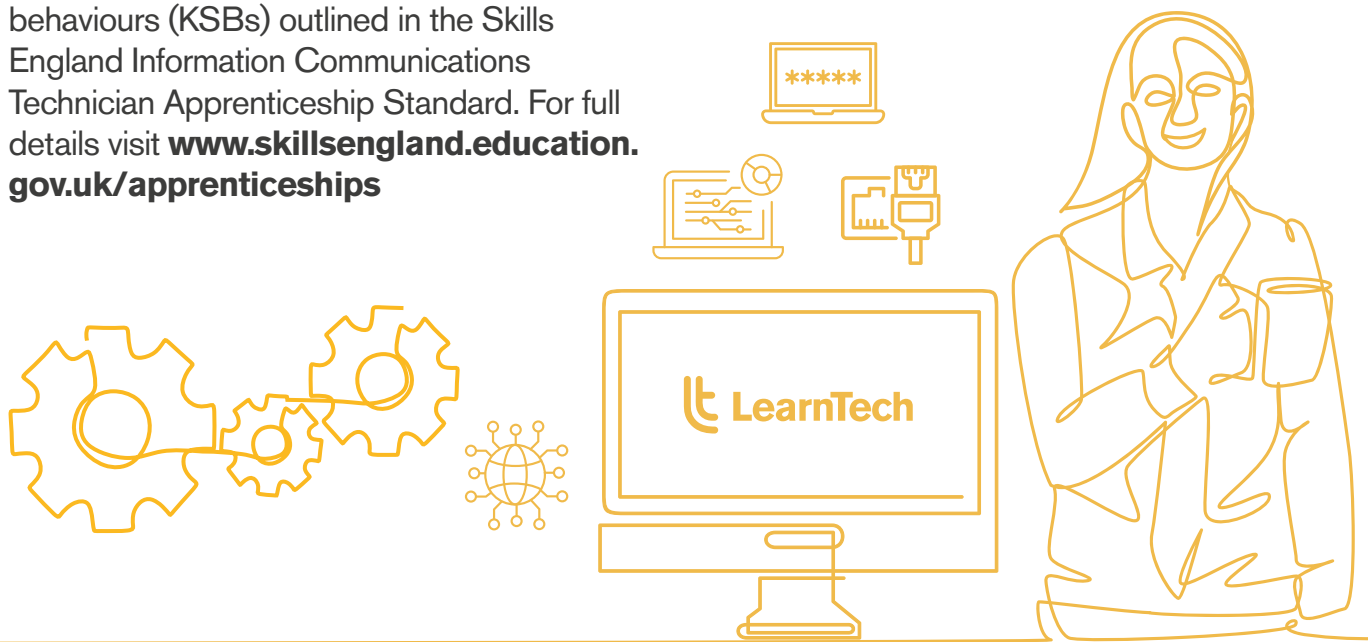
The primary role of an Information Communications Technician is to deliver efficient operation and control of the IT and / or Telecommunications infrastructure, using management tools to automate key tasks, including provisioning, testing, deployment, and monitoring of IT and telecommunications components.

Through technical knowledge and hands on application, these specialists develop core competencies in technical problem solving, IT infrastructure management, and data security, ultimately driving productivity and innovation within any organisation.

This apprenticeship has been carefully designed by our experts to ensure it covers all the required knowledge, skills, and behaviours (KSBs) outlined in the Skills England Information Communications Technician Apprenticeship Standard. For full details visit www.skillsengland.education.gov.uk/apprenticeships

Throughout the programme, the employer works closely with the apprentice to ensure that all occupation duties are fulfilled, experienced, and properly evidenced as part of the apprenticeship.

By the end of the programme, the apprentice will have developed a comprehensive knowledge base and skill set.



What are KSBs?

Knowledge, skills and behaviours (KSBs) refer to the essential elements an apprentice must master to be confident and competent in their organisation's occupation duties.



Knowledge

The information, technical detail, and 'know-how' needed to effectively perform job tasks.



Skills

The practical application of knowledge, enabling an apprentice to successfully carry out their duties.



Behaviours

Mindsets, attitudes or approaches needed for competence.

Programme content summary →

Programme content summary

During this programme, an apprentice will learn to...



Work legally and securely



Operate within the software development lifecycle



Undertake basic project management



Distinguish between testing methodologies



Demonstrate hardware and software updates / upgrades



Explain networking essentials in business



Apply the principles of cyber security



Recognise the use of DevOps in the business



Explain cabling and connectivity used



Identify storage methods used in enterprise



Understand how law, policy and standards affect business

Live online learning

Our interactive live, online training model is designed to create a flexible learning environment without losing any of the benefits of in-person teaching.

An apprenticeship with LearnTech typically looks like...

- **Live weekly online sessions** – 2 hours per week
- **Off-the-job training (OTJT)** – Weekly minimum hours for this programme: **4**
- **Immersive learning experience** through Microsoft Teams Classroom
- **Maximum classroom size of 12** ensures a highly effective trainer to student ratio
- **Monthly 1 to 1 mentor meetings**
- **Maths and English - if required**



 **Includes**
3 x Free Qualifications

Professional Courses

Unlock more value with additional skills

At LearnTech, we're committed to maximising the impact of every apprenticeship. That's why all our Level 3 to Level 5 programmes now include additional accredited qualifications, at **no extra cost to employers or apprentices.**

The courses are built into the apprenticeship journey, enhancing the apprentice's experience and delivering even more value back to the business. Apprentices gain practical, career boosting skills that align with real world demands, while organisations benefit from a more capable, confident and future-ready team.

Key benefits at a glance



Zero cost

These additional qualifications are included at no additional cost, removing financial barriers for both employers and apprentices.



Enhanced training

Our accredited courses combine hands-on training with technical insight, helping apprentices take on greater responsibility and drive innovation within their teams.



Recognised accreditations

Apprentices gain in-demand, industry-recognised qualifications that sharpen their expertise and improve outcomes across the business.



Tackling the skills gap

By embedding future-focused learning into our programmes, we're helping employers build a strong, sustainable talent pipeline in key growth sectors.



We work closely with employers across England to stay ahead of national skills needs. We use our employer-led insights to complement apprenticeships with enhanced learning to support industry demand. Our aim is to help reduce skills gaps and offer unbeatable value, underpinned by innovative education practice.



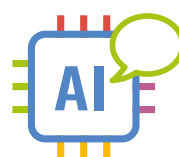
Katie Fowler
Director of Education

These accredited qualifications are designed to give students a recognised foundation across a range of critical topics.

Professional courses included in this apprenticeship



**CISCO:
IT Essentials**



**CISCO:
Intro to Modern AI**



CompTIA A+

CompTIA and Cisco qualifications have the learning fully integrated into the training, so no additional days need to be allocated for these. This additional learning does form part of apprenticeship off-the-job training requirements.

All training, exam preparation and final exams are included.

Explore courses
in apprenticeships



Timeline & Process

1 Enquiry to enrolment

4 - 8 weeks

Programme planning & paperwork

This first phase involves all parties - employer, apprentice and LearnTech designing the bespoke apprenticeship training plan, and completing contracts and relevant paperwork.

2 Training, mentoring and gateway

13 - 15 months

This is when the on and off-the-job training, knowledge, skills and behaviours work begins, and continues for the duration of the programme.

LearnTech's designated mentor will be the primary contact for both the employer and apprentice, offering continuous support throughout the programme.

Once the apprentice has reached the end of their programme, they will enter Gateway. This is an evaluation period between completing their training and final preparations for their apprenticeship assessment.

Training

- 2 hours weekly training session
- 4 hours minimum extra study / practice weekly, also known as off-the-job training
- 1 - 2 hours English / maths training weekly, if required

Mentoring

- 1 hour mentoring session every 4 weeks
- 1 hour progress review every 10 weeks
- Extra hours for additional learning support, if required
- Extra hours for apprenticeship assessment preparation, if required

Gateway

Apprentice, employer and LearnTech agree apprentice is ready for their apprenticeship assessment.

3 Apprenticeship assessment

Up to 3 months

Opportunity for apprentice to demonstrate their knowledge and skills against the apprenticeship criteria to gain their qualification.

Methods

- Professional discussion (60 minutes)
Underpinned by portfolio
- Project report (1500 words) with questioning (30 minutes)

4 Alumni After successful completion

Continued development

LearnTech are keen to offer your apprentice support to develop further and opportunities to share their skills.

Apprenticeship funding

Government funding is available to all employers who hire an apprentice, with up to 100% of the training costs covered. The amount of funding an employer can receive depends on factors like their payroll bill, the number of employees, and the apprentice's age.

For detailed information on how apprenticeship funding works and what a business may qualify for, see our Employer Guide.

Next steps

If you'd like to become an apprentice...

An apprenticeship is tied to employment and available to anyone aged 16+. Here are the three main ways to get started...

- Apply for an apprenticeship vacancy. Check out our current openings at learn-tech.com/vacancies or visit findapprenticeship.service.gov.uk
- Talk to your current employer about an apprenticeship as part of your career development
- Approach another employer, proposing to join their team as an apprentice

Explore learn-tech.com/apprentice-guide for more information.

If you're an employer...

Tech apprenticeships are a great way for your organisation to develop skilled employees relevant to your business. Explore our Employer Guide for comprehensive information about our tech apprenticeships and how to recruit your apprentice.

If you have any questions or would like to book a no obligation Information Session, please contact us and we'll be happy to help.

learn-tech.com/employer-guide

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Employer reviews**

Official Department for Education (DfE) reviews and pass rate

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