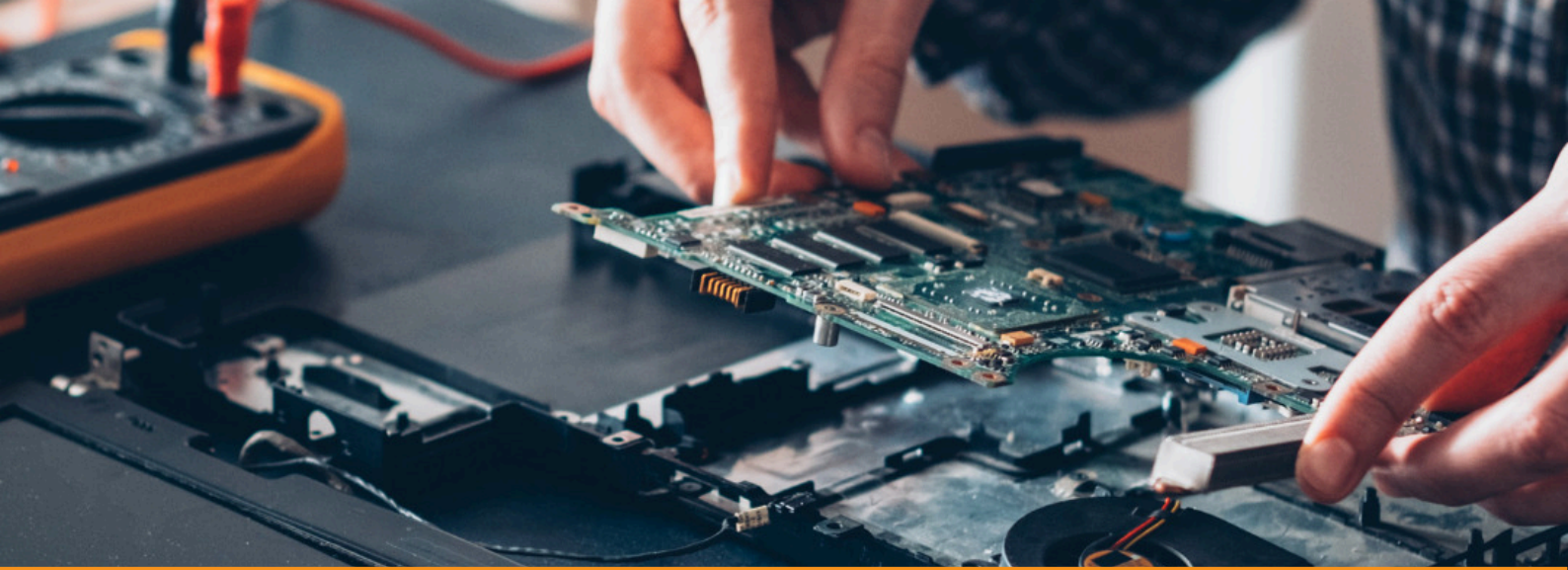




Developing Tomorrows Workforce, Today.

About Us

Basingstoke ITEC is a charity that is primarily funded through the Government Apprenticeship programmes and charitable contributions. We have been working with employers and learners successfully for over 30 years.

We think it is really important to support the community by providing a solid foundation of personal development for the corner stone of everyone's future careers. We want learners to recognise their innate characteristics and suitability for their future careers. We help employers develop tomorrow's workforce today.

Our vision is for Basingstoke ITEC to be recognised as the Digital and IT training provider who can be relied upon to provide an outstanding learning experience. Although we are based in Basingstoke, we work predominantly across the South East but have the ability to work across England.





IT Solutions Level 3 Curriculum

This is an overview of the IT Solutions Level 3 curriculum. We want to work with you to develop a bespoke learning plan to enable us to deliver the knowledge in a logical sequence.

We will complete an initial assessment, skill scan and math and English assessment to determine the needs of the apprentices. Our aim is for the apprenticeship programme to have a positive impact for you and for the apprentice so that they receive a great learning experience.

This plan is fully adaptable to support those with special educational needs or disabilities.

What is the IT Solutions Technician Standard?

The role of the IT Solutions Technician is to develop, implement and maintain complete IT solutions such as networks, operating systems and applications. Core skills include:

- Applying a professional methodology or framework in their work tasks at any stage of the solution lifecycle which will include appropriate due diligence, including formal testing or validation.
- Diagnosing and understanding client requirements and problems using sound analytical and problem solving skills
- Identifying appropriate technical solutions using both logical and creative thinking resolving using a range of technical IT skills, creating and maintain appropriate documentation and records

Who is this for?

The roles associated with this role can vary but typical job titles include:

- Junior Support Analyst
- Junior Systems Analyst
- IT Support Technician

Delivery

The delivery of this apprenticeship will include:

- One to one support on a monthly basis from your Trainer.
- Monthly workshops with your trainer to develop the knowledge, skills and behaviours of the standard.
- All apprentices will have access to an e-portfolio.
- Maths and English functional skills training – If required depending on GCSE results.

Duration

- The duration of the Level 3 IT Solutions Technician Apprenticeship will typically take 21 months to complete.
- The learning phase in the first 18 months is known as being 'On Programme' this is where the Knowledge, Skills and Behaviours required for the standard will be developed.
- The final 3 months of the apprenticeship will be the completion of the 'End-Point Assessment' phase.

What is covered in IT Solutions?

Core Module 1: Methodologies and Principles

- Understands the stages within the overall solution lifecycle.
- Understands the main principals, features, differences and benefits of Waterfall and Agile type methodologies and the function of service management frameworks.
- Understands the aims and benefits of DevOps approaches; including the benefits of automation, the ideas behind continuous improvement and monitoring.
- Understands the principles of Solution Architecture including the importance of re-use.
- Understands why testing is necessary, the need for both functional and non-functional testing, the different types of testing available, including unit testing, integration testing, user acceptance testing and performance testing.

Core Module 2: Core Technical IT

- Understands the concepts of networking including the ISO (International Organisation for Standardisation) and TCP/IP (Transmission Control Protocol/Internet Protocol) network stacks, Ethernet LANs (Local Area Networks), IP addressing, Port numbers, DNS (Domain Name System), DHCP (Dynamic Host Configuration Protocol), and the principals of routing between LANs and WANs (Wide Area Networks)
- Understands the different types of network devices, routers and network switches, their relationship to the stack model and the use of firewalls.
- Understands the main components within an IT Solution including how hardware and software components work together.
- Understands the main components of a computer system and their purpose, including servers, end-user computers, and mobile devices (both physical and virtual), user interfaces, CPUs, storage and connectivity.
- Understands the purpose of an Operating System.
- Understands the concepts of Cloud, Cloud Services and storage.
- Understands the main trends in emerging technologies – including the Internet of Things (IoT), artificial intelligence, and automation – and the potential implications for digital activities.
- Understands the necessary numerical skills including Binary and Hexadecimal.
- Understands the role of configuration management and version control systems and when they should be used.
- Understands the concepts of virtualisation.
- Understands the use of different platforms (including web, mobile, or desktop applications).
- Understands the concepts of relational databases, non-relational structured and unstructured databases.
- Understands the benefits of and requirements for vendor support including commercial cloud offerings. .

Core Module 4: Security and Legislation

- Understands the key features of, and where to find, organisational requirements in relation to policies, standards, legislation, professional ethics, privacy and confidentiality.
- Understands the main legislation, policies and standards that apply to IT solutions.
- Understands how their work contributes to business performance, continuity and resilience.
- Understands why cyber security is essential as part of the delivery of any solution.
- Understands the importance of working securely and the main classifications of types of threats and common mitigation practices.
- Understands the meaning of risk in the context of security and can explain the relationship between levels of risk, impact, and designed level of protection in IT Solutions.

Pathway Options

In addition to the apprentices core modules they will also select on of the following pathway options based on the specialism of their role.

It is key that the employer is involved in the decision of which pathway the apprentice will specialise in as the job requirements need to meet the pathway duties.

Hardware Solutions Pathway

Undertake activities in the area of the infrastructure aspects of solutions such as servers and networks (fixed or mobile).

- Undertakes maintenance of a range of contemporary or legacy hardware solutions to required levels of service.
- Installs and configures basic hardware system components, networks and devices (including servers, end-user computers, and mobile devices, whether physical or virtual) as required.
- Demonstrates safe application of the concepts and meets appropriate health and safety standards when working with hardware.

Software Solutions Pathway

Undertake activities in the area of applications and supporting components such as databases.

- Undertakes maintenance of a range of contemporary or legacy software solutions to required levels of service.
- Installs and configures software system components including virtualised components where appropriate.
- Writes or maintains simple scripts or code.
- Can search and manipulate different types of data sources, including both structured and unstructured.

Gateway and End Point Assessment

Once all the modules have been completed along any maths and English exams and the portfolio is completed, the apprentice, employer and Basingstoke ITEC will make the decision to progress to the End-Point Assessment.

Apprentices will enter a period called 'Gateway' they will be prepped and supported by Basingstoke ITEC for each stage of their End-Point Assessment. Certificates will be released upon completion of the end-point assessment and the apprenticeship will then be considered achieved.

End-Point Assessment



Project Report

A project that is completed to showcase the skills and knowledge developed throughout the apprenticeship.



Knowledge exams

Online multiple choice exams, to test knowledge learnt, as outlined in standard



EPA Interview

A discussion between independent assessor and apprentice to assess an apprentice's depth of understanding of their work.

Progression Opportunities

On completion of the Level 3 IT Solutions Apprenticeship, there is the opportunity for progression, depending on your job role. This may include a Level 6 IT Apprenticeship.

What will apprentices gain upon completion?

Upon completion of the Level 3 IT Solutions Technician apprenticeship you will have achieved the following:

- Level 3 IT Solutions Technician Apprenticeship
- Level 2 Functional Skills in Maths (if required)
- Level 2 Functional Skills in English (if required)

✦ Learner Journey – Delivery Process ✦

1-3 | 4-6 | 7-9 | 10-12 | 13-15 | 16-18 | 19-21
Months

Induction

Development of Knowledge, Skills and Behaviours for standard

EPA Prep

Develop showcase portfolio for assessment

End Point Assessment

Maths and English Functional Skills (If Required)

Monthly trainer / skills coach sessions and workshops – face to face and remote

Feedback