

Computing, Digital and IT

Information Communication Technician Level 3 Apprenticeship

In Brief

Start Date / Duration

You can begin an apprenticeship at any time during the year. 18 months, plus a three-month end-point assessment.

Entry Requirements

Individual employers will set the entry criteria but this could include either five GCSEs, A Levels or a Level 2 Apprenticeship. Other relevant qualifications or experience will be considered.

You will achieve

Level 3 Apprenticeship Standard in Information Communication Technician.

Course Overview

Start your IT career with this Level 3 apprenticeship in Information Communication, equipping you to support and maintain essential computing and communication systems across industries. Gain hands-on skills in diagnosing and resolving ICT issues, configuring hardware/software, applying security policies, and supporting system upgrades.

This course is delivered as part of the South Yorkshire Institute of Technology (SYIoT).
[<https://www.barnsley.ac.uk/syiot/>]

Course Content

The apprenticeship consists of the following main duties:

- Provide technical support to customers both internal and external through a range of communication channels
- Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools
- Interpret technical specifications relevant to the ICT task
- Apply the appropriate security policies to ICT tasks in line with organisational requirements

- Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues
- Communicate with all levels of stakeholders, talking them through steps to take to resolve issues or set up systems, keeping them informed of progress and managing escalation and expectations
- Apply appropriate testing methodologies to hardware or software or cabling assets
- Practice guided continuous self-learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development
- Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues

You'll also study duties from your chosen pathway such as the following:

- Install and configure relevant software and hardware as appropriate for example: mobile apps, printers, projectors, scanners and cameras
- Address IT issues by prioritising in response to customer service level agreements
- Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets
- Support the roll out of upgrades or new systems or applications
- Complete cabling tasks for example coaxial, copper, or remotely
- Administer mobile devices on a network
- Deliver network tasks prioritising security with a view to mitigating and defending against security risks
- Install and configure relevant software and physical or virtual hardware as appropriate for example: network devices, switches and routers

Logo for the Institute of Technology logo [<https://www.barnsley.ac.uk/syiot/>]

How will I be assessed?

On programme assessment will consist of a mix of:

- Practical demonstrations
- Work-based projects
- Written assessment
- A portfolio
- End-point assessment

What Equipment Will I Need?

You will need to provide your own writing materials and a USB stick.

Where will I study?

SciTech Digital Innovation Centre
 Falcon Street
 Barnsley
 S70 2EY

What can I do next?

This apprenticeship will ensure you are ready for employment as an Information Communication Technician.

See what careers are available in the Computing [<https://www.barnsley.ac.uk/app/uploads/2023/10/Computing-careers-2023-24.pdf>] and Games [<https://www.barnsley.ac.uk/app/uploads/2023/10/Games-Design-careers-2023-24.pdf>] sectors. Use our online careers tool, Career Coach [<https://barnsley.lightcastcc.com/?radius=®ion=Barnsley>] , to find out what your next steps could be.

How much does the course cost?

There is no cost to being an apprentice. All costs associated with your apprenticeship, including the cost of training and your salary, will be paid by your employer.

16 – 18 year olds

Full-time Barnsley College students aged 16-18 years old do not have to pay tuition fees.

19+ Students

Aged 19 or over and thinking about Further Education? You may be eligible for free or reduced course fees . Please refer to our page '[paying for your course.](#)'

Financial support

You may be eligible for assistance with expenses such as travel, books, equipment and childcare. For further information please contact the Student Services Team on 01226 216 267.

Extra information

Advanced Learner Loans

This course may be eligible for an Advanced Learner Loan.

For eligibility information and details about how to apply, visit the Advanced Learner Loan page. Or contact our Information Team by calling 01226 216 123 or emailing: info@barnsley.ac.uk [<mailto:info@barnsley.ac.uk>]

Contact the Apprenticeship Team

For further information please contact the team on 01226 216 166 or email: apprenticeships@barnsley.ac.uk [<mailto:apprenticeships@barnsley.ac.uk>]

Contact the Information Unit

For further information please contact our friendly Information Team on +44 (0)1226 216 123 or email info@barnsley.ac.uk [<mailto:info@barnsley.ac.uk>]

Want to join Barnsley Sports Academy and Honeywell Sports Village?

Barnsley College has a range of sports opportunities for all students to take part in, gain professional training and compete nationally and internationally. We also have a state-of-the-art fitness village, Honeywell Sports Village [<https://www.barnsley.ac.uk/shops-services/honeywell-sports-village/>] where students can make use of our fitness suite, spinning studio and classes for competitive rates. You don't have to be studying sport to get involved in the Sports Academy [<https://www.barnsley.ac.uk/barnsley-sports-academy/>].

Additional Learning Support

Our Additional Learning Support team can provide you with the support you need. Call 01226 216 769 for further information.

English and Maths

Having good English and Maths qualifications are important for most careers and we want to give you the help you need to succeed.

If you are aged 16 – 19 and don't hold a grade C/4 or above in GCSE English and Maths, you will automatically be included in your study programme. If you want to work towards achieving a higher grade in English and Maths, we can help you do that too and we offer Level 3 Mathematical Studies (Core Maths) which can be added to your study programme.

If you're aged 19 or above and don't hold a a grade C/4 or above in GCSE English and Maths we can help. We offer FREE English and Maths qualifications that can be studied on a part-time basis, subject to eligibility.

If you need any further information, please contact our Information Team by calling 01226 216 123 or emailing info@barnsley.ac.uk [<mailto:info@barnsley.ac.uk>]

Disclaimer

Please note we reserve the right to change details without notice. We apologise for any inconvenience this may cause.

Last updated: 13th December 2024

Want to apply?

Visit <https://www.barnsley.ac.uk/apply> to get started

Call us on **01226 216 123**