

Apprenticeship standard (England only)

# Infrastructure Technician

Industry: Digital

City & Guilds code: 9648-03

LARS number: 82



A City & Guilds Group Business

-  **Minimum duration: 12 months**
-  **Funding band: 11 (£15,000)\***
-  **Level 3**

\*Funding bands from May 2017

**On-programme learning:** Available

**End-point assessment (EPA):** Open for registrations

An infrastructure technician provides support to internal and external customers, helping them to be productive when using technology to do their jobs. Technicians use different tools to problem solve and troubleshoot non-routine problems. The work could also include systems support and rectifying issues to maintain the organisation's productivity. Job roles include: help desk technician, first or second line support, IT infrastructure technician, network support.

This new standard was approved by the BEIS in March 2016 and is a new occupation so doesn't directly replace an apprenticeship under the Specification of Apprenticeship Standards for England (SASE) framework.

## City & Guilds – helping you with an expert solution

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.



### Plan

Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.



### Attract

Simple online vacancy and candidate set up, TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.



### Deliver

High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.



### Assess

Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

## The apprentice journey



### 1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

## 1 On-programme: what apprentices need to learn

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in the standard. Apprentices must complete 20% off-the-job training during on-programme. Specific rules govern this and it must take place in the apprentice's contracted hours.

Apprentices will have their knowledge and technical understanding formally assessed at relevant times during their apprenticeship. These assessments will be via approved vendor or professional qualification(s) and/or regulated knowledge modules. These modules, which we offer, are:

- **Networking and Architecture (9628-06)**
- **Mobile and Operating Systems (9628-07)**
- **Cloud Services (9628-08)**
- **Coding and Logic (9628-09)**
- **Business Processes (9628-10).**

The core behaviours the apprentice must develop include: team working; effective communication; time management; workplace productivity; professionalism and safety.

## Our resources and tools that support on-programme delivery

Our core content for this standard covers Prevent, British values, equality and diversity, and health and safety which gives you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content.

We also have:



### Knowledge modules qualifications

We provide knowledge modules for all five formal assessments in on-programme. Our units can include e-volve, our online exam system to give instant performance feedback for the apprentice and reduced administration for the training provider. For more see the qualifications section of [cityandguilds.com](https://www.cityandguilds.com)



### Learning Assistant

Innovative and cost effective e-portfolio solution that lets you dramatically improve the delivery of their apprenticeship standards by tracking apprentices' progress online in real time. And helps authorise and evidences 20% off-the-job learning.



### Guidance documents

- Handbooks containing the knowledge qualifications with learning guidance.
- Advice on gathering evidence for the practical standards and behaviours.
- Guidance on how to prepare evidence to contribute to the summative portfolio.

## Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: [cityandguilds.com/functionalskills](https://www.cityandguilds.com/functionalskills)



## 2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.



## 3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



## 4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

## 2 Gateway

To move on to end-point assessment, the apprentice is required to have completed one knowledge module or vendor/professional qualification from each of the five knowledge sections, show evidence of the relevant behaviours and have achieved maths and English Level 2 (or equivalent).

## 3 End-point assessment (EPA): how apprentices demonstrate their learning

EPA is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent end-point assessor and the overall grade available is distinction, merit, pass or fail.

Assessment events are:



### Synoptic project

A 21-hour assessment of a selected set of knowledge, competencies and behaviours against a pre-defined project. Done in a controlled environment.



### Summative portfolio

This provides evidence against the standard based on the application of knowledge, competence and behaviours to real projects in the work environment.



### Employer reference

A written statement from the employer with their conclusion on how the apprentice has performed in the workplace and how they have applied their knowledge, competencies and behaviours across certain projects.



### Interview

This provides an opportunity for further evidence to be gathered or explored in more detail. The conversation will be steered towards the specific knowledge, competencies or behaviours as set out in the standard.

## Our resources and tools that support end-point assessment

We are on the register of end-point assessment organisations and our EPA service includes support resource as well as flexibility around assessment delivery and a dedicated EPA team to support you.



### EPA preparation tool

Online content to help the apprentice feel ready for their EPA experience. Personalised to their confidence levels and the standard, they're sent free access details once they're registered with us for EPA.



### EPA team

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



### EPA pack and guidance

Let our support, including short videos and how to guides help you get to grips and stay on track with the EPA process.

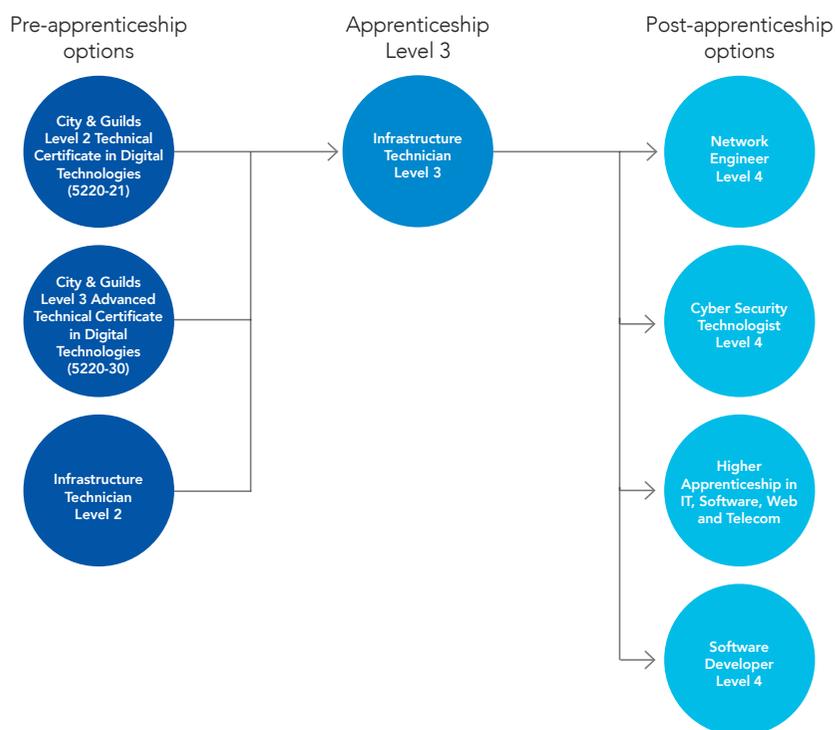


## 4 Apprenticeship certification

As well as receiving the Institute for Apprenticeships (IfA) official apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

## Progression with City & Guilds Group

This apprenticeship is part of our wider offering in the sector and you can develop new and existing talent with ILM management apprenticeships including: Team Leader/ Supervisor Level 3; Operations/Departmental Manager Level 5; Chartered Manager Degree Level 6 and the Senior Leader Master's Degree Level 7.



Successful apprentices can apply to join The Register of IT Technicians

Developed with input from an employer group including: The Royal Signals, Microsoft, Cisco, John Lewis, RAF, Optimity, Hewlett Packard, HMRC, Home Office, Oracle, NHS, Capgemini, Freedom Communications, BT and Arqiva

## How our offer supports you:

### Supportive payment structure

When you choose us for EPA you pay a small registration fee and the balance once the EPA has taken place and results submitted.

### Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

### Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops workplace behaviours and skills; and our e-portfolio, Learning Assistant, lets you manage assignments and track the 20% off-the-job training requirement.

### Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you, including regional networking and CPD events.



### More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices and if any elements are extra to the package. If you're a new customer, contact [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com) to find out more.

Or visit [cityandguilds.com/apprenticeships](https://cityandguilds.com/apprenticeships) for full information on our apprenticeship products and services. Visit [i-l-m.com/apprentice](https://i-l-m.com/apprentice) for information on management apprenticeships.