

# 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

Information Communication Technicians are found in many industries large and small and in all sectors including private, public and voluntary.

Organisations increasingly rely on computing and communication systems in all areas of operation and the decision-making process. It is therefore crucial that these systems are kept working. An Information Communication Technician plays a critical role in achieving this.

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



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## 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=&region=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 +44 (0)1226 216 267.

## Extra information

### Advanced Learner Loans

This course may be eligible for an Advanced Learner Loan. Contact our friendly Information Team on +44 (0)1226 216 123 or email [info@barnsley.ac.uk](mailto:info@barnsley.ac.uk) [mailto:info@barnsley.ac.uk] . about eligibility and how to apply. You can also visit the Advanced Learner Loan [<https://www.barnsley.ac.uk/courses/paying-for-your-course/advanced-learner-loans/>] page.

## Contact the Apprenticeship Team

For further information please contact the team on 01226 216166 or email: [apprenticeships@barnsley.ac.uk](mailto: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) [mailto:info@barnsley.ac.uk]

## Want to join Barnsley Sports Academy and the 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. Please contact them on +44 (0)1226 216 769.

## 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 already have a grade C/4 or above in GCSE English and Maths they will automatically be included in your study programme. If you want to work towards higher grades in English and Maths we can help you do that too.

Need a higher level Maths qualification? We offer a [Level 3 Mathematical Studies \(Core Maths\)](#).

This can be added to your study programme.

If you need any further information, please contact our friendly [Information Team](#).

## Disclaimer

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

**Last updated:** 13th March 2024

### Want to apply?

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

Call us on **01226 216 123**

