Notebook Assessment Services Level 3 Information Communication Technician End-Point Assessment Specification

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Introduction to Notebook Assessment Services

Welcome to the Notebook Assessment Services End-Point Assessment specification for the Level 3 Information Communication Technician Apprenticeship Standard (ST0973). This specification is designed for Version 1.0 of the standard.

The information for this apprenticeship standard can be accessed on the website of the Institute for Apprenticeships & Technical Education (IfATE) here. The assessment plan can be accessed here.

Notebook Assessment Services (NAS) is an independent end-point assessment organisation that has been approved to offer and carry out the independent end-point assessments for the Information Communication Technician (ICT) Apprenticeship Standard. NAS mark and Internally Quality Assure (IQA) all End Point Assessment (EPA) in accordance with marking and quality assurance processes.

Additionally, all end-point assessments are Externally Quality Assured (EQA) by Ofqual.

This specification is designed to outline all you need to know about the End-Point Assessment (EPA) for this Standard and will also provide an overview of the on-programme delivery requirements.

In addition, advice, and guidance for training providers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but training providers may find them helpful as a starting point.

Key facts

Apprenticeship Standard:	Information Communication Technician (ICT)
Reference Code:	ST0973
Version:	1.0
Level:	3
LARS Code:	618
On Programme Duration:	Typically 18 Months
Duration of EPA:	Typically 4 Months
Overall Grading:	Fail / Pass / Merit / Distinction
Assessment methods:	Professional Discussion underpinned by portfolio Project report with questioning
Assessment Order:	Assessments can be taken in any order
Professional Recognition:	RITTech for 3

Gateway Requirements

To be eligible to complete the End-Point Assessment, the apprentice must first pass-through gateway. This stage is driven by the employer being satisfied that the apprentice is consistently working at or above the level set out in the occupational standard. Essentially, stating that the apprentice has achieved occupational competence. This decision is often made at a gateway meeting involving the employer, the apprentice, and the training provider. The decision must ultimately be made by the employer.

For the ICT apprentice, the following requirements must be met and evidenced for the apprentice to pass through gateway:

- The employer must be content that the apprentice is working at or above the occupational standard.
- Apprentices must have compiled and submitted a portfolio of evidence to underpin the professional discussion.
- Apprentices without English and mathematics at level 2 must achieve level 2 prior to taking their EPA.*
- NAS gateway form submitted.
- NAS portfolio mapping document submitted.

*For those with an education, health and care plan or a legacy statement the apprenticeships English and Mathematics minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

Assessment Methodology Summary

Professional Discussion underpinned by portfolio
1 hour conversation

A professional discussion is a two-way discussion which involves both the independent assessor and the apprentice actively listening and participating in a formal conversation. It will be structured to draw out the best of the apprentice's competence and cover the KSBs assigned to this assessment method.

The assessor will ask a minimum of 10 open questions.

The assessor requires one week's notice to review the portfolio.

Grading: Fail/Pass/Distinction

Project report with questioning
(This assessment method has 2 components.)

Component 1: Project Report
Apprentices will conduct a project and deliver the outcome in the form of an electronic based report. **The project report has a maximum word limit of 1,500. A tolerance of plus or minus 10% is allowed.**

Component 2: Questioning
The apprentice will be asked questions that focus on coverage of the project report and activities and the KSBs assigned to this assessment method. The questioning must last for 30 minutes and be a minimum of 5 questions.

Grading: Fail/Pass/Distinction

Overview of the Standard

The ICT Occupational Standard includes 3 options:

1. **Support Technician**
2. **Network Technician**
3. **Digital Communications Technician**

This occupation is found in organisations, large and small, in all sectors, and within public, private and voluntary organisations.

Organisations increasingly rely on computer and communications systems in all areas of their operations and decision-making processes. It is therefore crucial to ensure the optimal performance and maintenance of systems. An Information Communication Technician (ICT) is critical to achieving this.

The broad purpose of the ICT occupation is to deliver efficient operation and control of the IT and/or Telecommunications infrastructure (comprising physical or virtual hardware, software, network services and data storage) either on-premises or to end-users provisioned as cloud services that is required to deliver and support the information systems needs of an organisation.

The occupation includes contributing to the preparation for new or changed services, operation of the change process, the maintenance of regulatory, legal and professional standards, the building and management of systems and components in virtualised and cloud computing environments and the monitoring of performance of systems and services in relation to their contribution to business performance, their security and their sustainability.

The Information Communications Technician makes their contribution through the application of infrastructure management tools to automate the provisioning, testing, deployment and monitoring of infrastructure components.

An Information Communications Technician (ICT) provides support to internal and/or external customers, by using tools or systems to problem solve and trouble-shoot routine and non-routine problems. This occupation supports clients/customers with their systems. They achieve this through monitoring and maintaining the systems and/or platforms to maximise productivity and user experience.

An ICT could be installing and configuring computer systems, diagnosing hardware and/or software faults, solving technical and applications problems, either remotely or in person. Some examples of these issues are slow performance, connection problems, and an inability to access data.

The work of an ICT involves undertaking a vast array of specialist roles supporting business critical requirements and focus on customer solutions. Networking, Server, IT Essentials, Secure Communications, programming, and databases are just an example of typical tasks and projects undertaken within the likely areas of employment.

In their daily work, an employee in this occupation interacts with a wide variety of internal or external users of digital systems, through digital channels, remotely and/or face to face.

An employee in this occupation will be responsible for prioritising systems support tasks as they arise and for monitoring and maintaining system performance. They may work alone or as part of a team but will escalate problems in line with their organisation's policies and Service Level Agreements. For example, if the task may not be completed on premise, it may have to be referred to an external specialist.

The Support Technician role is desk based resolving system user queries and resolving faults in a helpdesk environment. For example, a Support Technician in a Travel Agent would use a system to manage their customer bookings and when the system fails it needs rectifying rapidly in order to reduce the financial impact and damage to customer reputation. The business would contact a Support Technician to report the problem and either get it fixed or escalated to an engineer.

A Network Technician role is usually desk based but may involve visits to client's premises to resolve issues. For example, a Network Technician working in a university or a college they may be installing a computer lab as a training suite including cabling and hardware requirements. They may be required to install cloud services

to support a business expansion and provide better network services.
In a contact centre environment, they may use network management tools to collect and report on network load and performance statistics to improve commercial outcomes.

In a retail bank they may contribute to the implementation of maintenance and installation work using standard procedures and tools to carry out defined system backups, restoring data where necessary.

A Digital Communications Technician may be desk or field-based resolving faults and issues with communications systems. For example, working in a defence organisation operates as an Online Network Technician they would be at the heart of every mission solving complex issues, enabling the secure exchange of mission critical and often Top-Secret information. It would be their responsibility to administer and provide specialist communications and IT equipment including classified information and cryptographic material to guarantee Operational Capability is delivered to the Command.

A digital communications technician working for a large telecom's organisation could be involved in the build, test and integration of end-to-end customer solutions to support customer order delivery. Not to mention the build, test and maintenance of core and mobile radio access networks, working with both internal and external customers.

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On-programme Requirements

The process of learning, development and on-programme assessment is crucial to ensure that the apprentice develops the knowledge, skills and behaviours required to achieve full competence in line with the ICT Apprenticeship Standard.

Apprentices will be required to demonstrate continuous and sustained progress towards the end-point assessment by completing work set out by their employer and demonstrating the KSBs required in the relevant role.

The on-programme aspect of the apprenticeship is expected to take a minimum of 18 months to complete and should include specific milestones to ensure that the apprentice continues to make good progress towards their end-point assessment.

Therefore, it is recommended that quarterly milestone meetings with the training provider, employer and apprentice are scheduled to check progress against the Standard and for everyone to give feedback.

The milestone meetings could take the form of one-to-one tutorials, interviews, or professional conversations to support the development of the apprentice's communication and employability skills.

The apprentice's Manager/Mentor must support the development of the portfolio which underpins the professional discussion by:
- Providing sufficient time for the apprentice to prepare a portfolio
- Providing work-based opportunities for the apprentice to gather evidence
- Authenticating that the content of the portfolio is the apprentice's own work

Managers/mentors shall not:
- Provide evidence for the apprentice to include in the portfolio other than witness testimonies
- Assess the portfolio

This period of learning and associated assessments must be completed before the end-point assessment can take place.

All training leading to EPA should cover the breadth and depth of the Standard, integrating the Knowledge, Skills and Behaviours (KSBs) to ensure that the apprentice is sufficiently prepared to undertake the EPA.

Registration

Apprentices should be registered onto ACE 360 as soon as they start their apprenticeship programme and the employer has decided to use NAS for their EPA.

Gateway

How to prepare for Gateway

To begin their EPA, an apprentice must first pass through Gateway. This stage is driven by the employer being satisfied that the apprentice is consistently working at or above the level set out in the occupational standard. Essentially, stating that the apprentice has achieved occupational competence. This decision is often made at a Gateway meeting involving the employer, the apprentice, and the training provider. The decision must ultimately be made by the employer.

The apprentice should prepare for this meeting by bringing along relevant work-based evidence, including:
- Customer feedback
- Recordings
- Manager statements
- Witness statements
- Portfolio
- Apprentice Portfolio Checklist

As well as evidence from others, the apprentice may wish to include:

- Mid and end-of-year performance reviews
- Feedback to show how they have met the KSBs while on programme

Apprentices should be advised by employers and providers to gather evidence and undertake the required qualifications during their on-programme training.

It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the Standards before the formal Gateway meeting is arranged.

The Gateway meeting

The Gateway meeting should last around 1 hour and must be completed on or after the apprenticeship on-programme end date.

It should be attended by the apprentice and the relevant people who have worked with the apprentice on programme.

During the meeting, the apprentice, employer, and training provider will discuss the apprentice's progress to date and confirm if the apprentice has met the full criteria of the apprenticeship Standard during their on-programme training.

The **Gateway declaration form** should be used to log the outcomes of the meeting and agreed upon by all 3 parties. This form is available to download from ACE 360 for each standard. The form should then be submitted to NAS via ACE 360 along with the other required documents to initiate the EPA process. If you require any support completing the Gateway readiness report, please contact NAS.

Please note: a copy of the Standard should be available to all attendees during the Gateway meeting.

Reasonable Adjustments and Special Consideration

A reasonable adjustment, as defined by Ofqual, is an adjustment to an assessment to enable a disabled Learner to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the specification for that qualification.

A special consideration, as defined by Ofqual, is consideration to be given to a Learner who has temporarily experienced an illness or injury, or some other event outside of his or her control, which has, or is reasonably likely to have, materially affected the Learner's ability to:

a. take an assessment, or
b. demonstrate his or her level of attainment in an assessment

Please also refer to the NAS Reasonable Adjustments and Special Consideration Policy for full information on eligibility for and applying for a reasonable adjustment or special consideration. This policy is accessible via the NAS website and ACE 360.

Photographic ID Requirements

All employers are required to ensure that each apprentice has their identification with them on the day of assessment so the IEPA can check that the person undertaking the assessment is indeed the person they are claiming to be.

NAS will accept the following as proof of an apprentice's identity:
- A valid passport (any nationality).
- A signed UK photocard driving licence.
- A valid identity card issued by HM forces or the police.
- Another photographic ID card, e.g., employee ID card, travel card, etc.

Assessment

The End-Point Assessment for the ICT Apprenticeship Standard is made up of 2 components, the Professional Discussion underpinned by portfolio and the Project report with questioning.

NAS will arrange for the assessments to take place in consultation with the employer and training provider.

Please note that the language of the assessment is English.

Assessment method 1: Professional discussion underpinned by portfolio

Overview

This assessment will take the form of a professional discussion which will be appropriately structured to draw out the best of the apprentice's competence and cover the KSBs assigned to this assessment method. A professional discussion is a two-way discussion which involves both the independent assessor and the apprentice actively listening and participating in a formal conversation. It gives the apprentice the opportunity to make detailed and proactive contributions to confirm their competency across the KSB mapped to this method.

The rationale for this assessment method is that:

- it allows for assessment of KSBs that do not occur on a predicable or regular basis to be assessed consistently
- it allows for testing of responses where there are a range of potential answers to demonstrate competence
- it is cost effective, as it can be conducted remotely to reduce travelling time

Delivery

The independent assessor will conduct and assess the professional discussion.

The professional discussion must last for 60 minutes. The independent assessor has the discretion to increase the time of the professional discussion by up to 10% to allow the apprentice to complete their last answer.

The independent assessor will ask a minimum number of 10 open questions. During this method, the independent assessor will combine questions from NAS's question bank with those generated from reviewing the apprentice's portfolio.

The independent assessor must have a minimum of one week to review the portfolio ahead of the professional discussion. The portfolio must be available to the apprentice during the professional discussion.

The apprentice will be given at least a week's notice of the date and time of the professional discussion.

Video conferencing or online streaming can be used to conduct the professional discussion and the independent assessor will verify the identity of the apprentice and ensure the apprentice is not being aided in any way.

The independent assessor will make all grading decisions.

Venue

The professional discussion should take place in a quiet room, free from distractions and influence.

The professional discussion can take place in any of the following:
- An employer's premises.
- A suitable venue selected by NAS, for example, a training provider's premises.
- Via online streaming.

Assessment method 2: Project report with questioning
(This assessment method has 2 components.)

Assessment method 2 component 1: Project Report

Overview

The project will be completed by the apprentice after they have gone through gateway. The work-based project should be designed to ensure that the apprentice's work meets the needs of the business, is relevant to their role and allows the relevant KSBs to be demonstrated for the EPA.

NAS will not approve projects or project titles before they begin. We provide detailed guidance for each optional route to enable employers to select a project that will meet the requirements of the EPA.

The rationale for this assessment method is that Information and Communication Technicians deliver their occupational skills and knowledge in response to unpredictable events within the digital sector. The wide-ranging nature of these events that generate their work tasks means that observation is not suitable and online testing would require too broad a range of scenarios to make testing applicable to all potential users of the standard. A project enables the employer and apprentice to generate a meaningful work-based project to test competence in a viable way.

Delivery

Apprentices will complete a project and deliver the outcome in the form of an electronic based report.

The apprentice will conduct their project and submit the project report to NAS within a maximum of 4 weeks of their EPA start date. The employer will ensure the apprentice has sufficient time and the necessary resources, within this period, to plan and undertake the project and write the report. Whilst completing the project, the apprentice should be subject to normal workplace supervision.

The project may be based on any of the following:
- A specific problem.
- A recurring issue.
- An idea/opportunity.
- Providing a service.

As a minimum, all project reports must include:
- An introduction
- The scope of the project (including key performance indicators).
- How the outcomes were achieved
- Research and findings
- Project outcomes
- Conclusions and potential areas for improvement

The project report has a maximum word limit of 1,500. A tolerance of plus or minus 10% is allowed. Appendices, references, diagrams and/or video clips of up to 10 minutes in length etc will not be included in this total.

The project must map, in an appendix, how it evidences the relevant KSBs for this assessment method.

Suitable projects may be along the following lines. Please see NAS' Employer EPA Project Guidance documents for more information.

Support Technician

- Maintenance or repair of systems faults. This can either include the rectification of a fault which was causing full or partial loss of service to a customer or carry out either routine or proactive maintenance on a system to increase its capability or reliability. For either of these the apprentice should include an overview of the information gathered to confirm performance of the solution, the approach to the task including logical approach and confirmation of the solution performance after including the capture of information to support this.

- Support for the roll-out of installation and commission of new systems or upgrades. This can either be new equipment as part of the expansion of a system, or an upgrade which will add additional capability or functionality to a system. The project may include any of the preinstallation activity as well as the installation process and the post installation commission tasks (e.g., configuration, testing, handover, updating records etc.)

Network Technician

- Installation and commission of networks. This can either be new equipment as part of the expansion of a network, or an upgrade which will add additional capability or functionality to a network. The project must include any of the pre-installation activity (e.g., Network Designs, Engineering instructions, Pre-Installation checks, Baselines, rollback plans) as well as the installation process and the post installation commission tasks (e.g., Configuration, testing, handover, updating records etc.)

- Maintenance or repair of network equipment. This can either include the rectification of a fault which was causing full or partial loss of service to a customer or carry out either routine or proactive maintenance on a network to increase its capability or reliability. For either of these the apprentice will include an overview of performance of the network before, the information they gathered to confirm the performance of the network before, their approach to the task including logical approach and confirmation of the network performance after including the capture of information to support this.

- Installation, configuration or maintenance task on either ICT related hardware or software, that provides a service or aids in restoration of services, either at a customer premises or within a fixed network.

Digital Communications Technician

- Installation and commission of telecoms networks. This can either be new equipment as part of the expansion of a telecoms network, or an upgrade which will add additional capability or functionality to a network. The project must include any of the pre-installation activity (e.g., Network Designs, Engineering instructions, Pre-Installation checks, Baselines, rollback plans) as well as the installation process and the post installation commission tasks (e.g., Configuration, testing, handover, updating records etc.)

- Maintenance or repair of telecoms network equipment. This can either include the rectification of a fault which was causing full or partial loss of service to a customer or carry out either routine or proactive maintenance on a telecoms network to increase its capability or reliability. For either of these the apprentice should include an overview of performance of the network before, the information they gathered to confirm the performance of the network before and the approach to the task including logical approach, confirmation of the network performance after including the capture of information to support this.

- Installation, configuration or maintenance task on either ICT related hardware or software, that provides a service or aids in restoration of services, either at a customer premises, within a fixed network or telecoms site or at a mobile cell site

When the project is submitted, the employer and the apprentice should verify the submitted work is that of the apprentice.

Assessment method 2 component 2: questioning

Overview

This assessment will take the form of questioning which will be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. The questions will focus on coverage of the project report and activities.

The rationale for this assessment method is that questioning allows a deeper exploration of occupational competence and permits the apprentice further opportunity to draw out key aspects of their work within the project activity.

Delivery

The independent assessors will conduct and assess the questioning.

The questioning must last for 30 minutes and the independent assessor has the discretion to increase the time of the questioning by up to 10% to allow the apprentice to complete their last answer.

During this method, the independent assessor will ask a minimum of 5 questions generated by themselves from their review of the project evidence. The independent assessor must have a minimum of one week to review the project report ahead of the questioning.

Likewise, the apprentice must be given at least a week's notice of the date and time of the questioning. The project report must be available to the apprentice during the questioning.

The independent assessor will make all grading decisions. The project report and answers to questions will be assessed holistically.

Venue

The questioning should take place in a quiet room, free from distractions and influence. Video conferencing and online streaming can also be used to conduct the questioning as NAS have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided.

The questioning can take place in any of the following:
- The employer's premises.
- A suitable venue selected by the EPAO, for example, a training provider's premises.
- Online via video conference or live streaming.

Before the assessment

The employer/training provider should brief the apprentice on the areas that will be assessed in the End-Point Assessment.

Employers/training providers should:

- Ensure the apprentice knows the date, time, and location of the assessment
- Brief the apprentice on the activities to be carried out and the duration of the assessments
- Ensure the apprentice knows which criteria will be assessed
- Encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- Be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience in preparation for their assessment
- Strongly advise apprentices to take a printed copy of their portfolio and the Apprentice Portfolio Checklist to which they can refer during the professional discussion.

Aiming for distinction

For the apprentice to give themselves the best chance of achieving a distinction, they should prepare as best they can by making sure they sell themselves to the assessor.

The assessor may ask questions or prompts to explore why the apprentice has approached a task in a certain way and to provide them with more opportunities to demonstrate the distinction criteria which may require them to justify or explain their thinking to a higher level.

Apprenticeship Overall Grading

The final apprenticeship grade is based on performance across both End-Point Assessment methods. The NAS independent assessor will combine the result of the Professional discussion and Project Report to produce a final grade.

The grade will be calculated from the two end-point assessment components: the Professional discussion and Project Report. Both components are equally weighted towards the final grade. The apprentice must achieve a pass in all components to pass and gain a distinction in all components to gain an overall distinction as shown in the table below.

Assessment method 1 – professional discussion underpinned by portfolio	Assessment method 2 – project report with questioning	Overall grading
Fail	Any grade	Fail
Any grade	Fail	Fail
Pass	Pass	Pass
Distinction	Pass	Merit
Pass	Distinction	Merit
Distinction	Distinction	Distinction

NAS will issue a results statement to the Training Provider via ACE360. The results statement will detail the result for each of the end-point assessment activities, alongside the overall grade. It will also provide details of the apprentice's rights to appeal, and how to arrange resits or retakes.

NAS will apply for the apprenticeship certificates after the 10 working days appeals window has elapsed from the results being sent to the training provider. Where an appeal is submitted, the apprenticeship certificate will not be applied for. Certificates will be sent directly to the Employer from the Education and Skills Funding Agency.

Retake and Resit Information

Where an apprentice fails an assessment component or the assessment is voided, they will have the opportunity to undertake a re-sit or re-take for that component.

Resits can be arranged immediately whilst retakes require the apprentice to go back into a period of learning. Resits and retakes can be for individual components or all components of the apprenticeship and will incur additional fees as stated in NAS' price list. Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-

take is an appropriate course of action.

When undertaking a resit or retake, the whole assessment component will need to be reattempted in full, regardless of any individual assessment criteria that were passed on any prior attempt. The EPA Report will contain feedback on areas for development and resit or retake guidance.

The timescales for a re-sit/re-take are agreed between the employer and NAS. A re-sit is typically taken within two months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within four months of the EPA outcome notification.

All assessment methods must be taken within a six-month period, otherwise, the entire EPA will need to be re-sat/re-taken.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction.

Where any assessment method must be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless NAS determines there are exceptional circumstances requiring a re-sit or re-take.

Appeals

Appeals must be submitted to NAS within 10 working days of the issue of the result to the training provider and must follow the process outlined within the NAS Appeals Policy. Appropriate grounds for appeal are outlined within the policy that can be found on ACE 360.

Complaints

Complaints can be submitted to NAS by any individual or organisation involved in the delivery of a standard where NAS is providing the EPA. This includes employers, providers and apprentices and covers any complaints these individuals or organisations may wish to make. Complaints can be raised at any time, where they are related to a specific incident then they should be raised with NAS within 10 working days of the incident. The process of submitting a complaint and the relevant stages that it goes through can be found in the NAS Complaints Policy accessible on ACE 360.

Quality Assurance

Internal – Notebook Assessment Services have in place quality assurance procedures adhering to best practice and regulatory requirements.
This includes minimum occupational competence requirements for Independent End Point Assessors (IEPAs) including Standardisation training to ensure consistency across End Point Assessments.

External – External quality assurance will be undertaken by Ofqual.

Contact Information

admin@notebook-epa.co.uk

Appendix A – Key Duties and Tasks

The work of an ICT involves undertaking a vast array of specialist roles supporting business critical requirements and focus on customer solutions. Networking, Server, IT Essentials, Secure Communications, programming, and databases are just an example of typical tasks and projects undertaken within the likely areas of employment.

In their daily work, an employee in this occupation interacts with a wide variety of internal or external users of digital systems, through digital channels, remotely and/or face to face.

An employee in this occupation will be responsible for prioritising systems support tasks as they arise and for monitoring and maintaining system performance. They may work alone or as part of a team but will escalate problems in line with their organisation's policies and Service Level Agreements. For example, if the task may not be completed on premise, it may have to be referred to an external specialist.

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In a contact centre environment, they may use network management tools to collect and report on network load and performance statistics to improve commercial outcomes.
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Appendix B – Published Knowledge, Skills and Behaviours

Knowledge
K1: Approaches to back up and storage solutions
K2: Basic elements of technical documentation and its interpretation
K3: Principles of root cause problem solving using fault diagnostics for troubleshooting
K4: Principles of basic network addressing for example binary
K5: basic awareness of the principles of cloud and cloud-based services
K6: fundamental principles of virtual networks and components
K7: principles of cultural awareness and how diversity impacts on delivery of support tasks.
K8: methods of communication including level of technical terminology to use to technical and non-technical stakeholders
K9: different types of maintenance and preventative measures to reduce the incidence of faults
K10: key principles of security including the role of People, Product and Process in secure systems for example access and encryption requirements
K11: fundamentals of physical networks and components
K12: approaches to documenting tasks, findings, actions taken and outcome for example, use of task tracking and ticketing systems
K13: basic awareness of legislation in relation to disposal of waste materials for example Waste Electronic and Electrical regulations (WEEE)
K14: fundamental principles of operating systems, hardware system architectures and devices
K15: principles of remote operation of devices including how to deploy and securely integrate mobile devices into a network
K16: fundamental principles of peripherals for example: printers and scanners
K17: principles of virtualisation of servers, applications, and networks
K18: principles of disaster recovery, how a disaster recovery plan works and their role within it
K19: principles of Test Plans, their role and significance
K20: fundamentals of purpose, creation, and maintenance of asset registers
K21: approaches to system upgrades and updates and their significance
K22: approaches to interpretation of log files, event viewer and system tools
K23: basic elements of network infrastructure architectures including WiFi and wired networks
K24: Principles of OSI layers
K25: Principles of cloud and network architecture (including Wi-Fi)
K26: Principles of DNS / DHCP

K27: Awareness of Cloud platforms, such as AWS, Azure, or GCP
K28: Principles of LANs and WANs
K29: Approaches to virtualisation of servers, applications, and networks
K30: Principles of network protocols
K31: Principles of API's and Web Services
K32: The different types of cloud storage
K33: Back up procedures and their importance
K34: Principles of databases and migration
K35: Key principles of Cloud Security and firewalls
K36: Awareness of DevOps methodology and tools, such as Puppet, Chef, Git, Docker
K37: Basic elements of network communication architectures for example, hardware, software, protocols, and connection mediums.
K38: awareness of the purpose of firewalls
K39: different types of connectivity and cabling for example physical and remote
K40: awareness of network protocols
K41: The purpose of digital communications technologies for example, hardware, virtual and cellular technologies
K42: Main factors affecting network performance including faults and error control
K43: Principles of digital test and diagnostic equipment usage
K44: Basic principles of VPN and Remote Access Security for example transmission technologies
Skills
S1: Interpret and prioritise internal or external customer's requirements in line with organisation's policy
S2: Apply the appropriate tools and techniques to undertake fault finding and rectification
S3: apply Continuous Professional Development to support necessary business output and technical developments
S4: Operate safely and securely across platforms and responsibilities maintaining the security of personal data of internal and external stakeholders
S5: Communicate with all levels of stakeholders, keeping them informed of progress and managing escalation where appropriate
S6: Develop and maintain effective working relationships with colleagues, customers, and other relevant stakeholders
S7: Manage and prioritise the allocated workload effectively making best use of time and resources
S8: Complete documentation relevant to the task and escalate where appropriate
S9: Install or undertake basic software upgrades, either physically or remotely
S10: Establish and diagnose the extent of the IT support task, in line with the organisation's policies and Service Level Agreements
S11: Provide remote/F2F support to resolve customer requirements

S12: Maintain a safe working environment for own personal safety and others in line with Health & Safety appropriate to the task
S13: Identify and scope the best solution informed by the system data associated with the task
S14: Test and evaluate the system's performance and compliance with customer requirements.
S15: Escalate non routine problems in line with procedures
S16: Use basic scripting to execute the relevant tasks for example PowerShell, Linux
S17: Carry out routine maintenance across systems, (such as IT, Communications), always ensuring organisational compliance
S18: Apply the necessary security, in line with access and/or encryption requirements
S19: Use a range of Cabling or Connectors equipment in line with technical requirements for example physically or remotely
S20: Test and evaluate network environments
S21: Monitor performance and usage of a network
S22: Deploy applications on a network
S23: Set up storage and data access for staff
S24: Apply necessary security measures, in line with access requirements to a network
S25: Carry out routine maintenance across network systems, ensuring organisational compliance
S26: Monitor network-related workloads including DNS and firewalls
S27: Install or undertake basic upgrades, either physically or remotely
S28: Establish digital communication or telecommunications systems through, for example cabling and connecting equipment.
S29: Identify a range of tools and or diagnostic equipment, for example, Hardware or Software components, to resolve Communications or Telecommunications requirements.
S30: Undertake basic telecommunications activities, in response to an allocated task, designated responsibilities, instructions or customer's requirements.
S31: Use information necessary to identify operational issues and rectify or escalate accordingly in line with policy
Behaviours
B1: Works professionally, taking initiative as appropriate and acting with an ethical approach
B2: Communicates technical and non-technical information in a variety of situations to support effective working with internal or external stakeholders
B3: Demonstrates a productive and organised approach to their work
B4: Self-motivated, for example takes responsibility to complete the job.

Appendix C - Occupational Duties

Core Duties

Duty	KSBs
Duty 1 Provide technical support to customers both internal and external through a range of communication channels	K2 K7 K8 K13 S1 S3 S7 S8 S9 S10 S11 S12 B1 B2 B4
Duty 2 Establish and diagnose ICT problems/faults using the required troubleshooting methodology and tools	K2 K3 K11 S2 S6 S9 S10 S11 S12 B1 B3
Duty 3 Interpret technical specifications relevant to the ICT task	K2 K4 K8 S1 S4 S5 S8 B1
Duty 4 Apply the appropriate security policies to ICT tasks in line with organisational requirements	K2 K10 S1 S4 S6 B1 B3
Duty 5 Undertake the relevant processes with the relevant tools and technologies to resolve ICT technical issues	K1 K2 K3 K4 K5 K6 K9 K10 K11 S2 S4 S6 S8 S12 B1 B3
Duty 6 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	K2 K7 K8 S1 S3 S4 S5 S7 S8 B1 B4
Duty 7 Apply appropriate testing methodologies to hardware or software or cabling assets	K2 K3 K4 K5 K6 K9 K10 K11 S2 S4 S6 S8 B1
Duty 8 Practice guided continuous self-learning to keep up to date with technological developments to enhance relevant skills and take responsibility for own professional development	S3 B1
Duty 9 Document or escalate ICT tasks as appropriate to ensure a clear audit trail and progression of issues	K1 K2 K3 K9 K10 K11 K12 K13 S1 S2 S4 S8 S9 B1 B3

Support Technician duties

Duty	KSBs
Duty 10 Install and configure relevant software and hardware as appropriate for example: mobile apps, printers, projectors, scanners, and cameras.	K14 K15 K16 K18 K21 K23 S9 S14 S15 B3
Duty 11 Address IT issues by prioritising in response to customer service level agreements	K18 K22 S13 S15 B3
Duty 12 Administer security access requirements and permissions for stakeholders escalating as necessary for example password resets	K14 K15 K17 K18 K19 K20 K21 K22 S15 S16 S17 S18 B3
Duty 13 Support the roll out of upgrades or new systems or applications	K14 K15 K16 K17 K18 K19 K20 K21 S10 S13 S14 S15 S17 S18 B1 B3

Network Technician duties

Duty	KSBs
Duty 14 Complete cabling tasks for example coaxial, copper, fibre or remotely.	K39 K40 S19 B1 B3 B4
Duty 15 Administer mobile devices on a network	K25 K29 K31 S26 S28 B1 B3
Duty 16 Deliver network tasks prioritising security with a view to mitigating and defending against security risks.	K24 K25 K26 K27 K28 K30 K33 K38 S20 S21 S23 S24 S25 S27 B1 B4
Duty 17 Install and configure relevant software and physical or virtual hardware as appropriate for example: network devices, switches, and routers	K32 K34 K35 K36 S20 S21 S22 S23 S24 S25 S26 S27 B3

Digital Communications Technician duties

Duty	KSBs
Duty 14 Complete cabling tasks for example coaxial, copper, fibre or remotely.	K39 K40 S19 B1 B3 B4
Duty 18 Install and commission computer or telecoms hardware	K37 K38 K41 S19 S28 S30 B1 B2
Duty 19 Maintain computer systems or telecommunications networks	K24 K38 K41 K42 K43 K44 S29 S30 S31 B3
Duty 20 Research solutions to maintain network communication architectures	K37 K40 K41 K42 S17 S30
Duty 21 Monitor and report telecommunications or communications systems performance to enable service delivery.	K40 K41 K42 S24 S31

Appendix D – Roles and Responsibilities

Role	Responsibility
Apprentice	As a minimum, apprentices should: • participate in and complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months. • undertake 20% off-the-job training as arranged by the employer and training provider. • understand the purpose and importance of EPA. • undertake the EPA including meeting all gateway requirements
Employer	As a minimum, employers should: • work with the training provider (where applicable) to support the apprentice in the workplace to provide the opportunities for the apprentice to develop the KSBs • arrange and support a minimum of 20% off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the occupational standard and so is ready for EPA • select the EPAO • ensure that all supporting evidence required at the gateway is submitted in accordance with this EPA plan • remain independent from the delivery of the EPA • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer specific documentations as required, for example company policies) • ensure that the EPA is scheduled with the EPAO for a date and time which allow appropriate opportunity for the KSBs to be met • ensure the apprentice is well prepared for the EPA • ensure the apprentice is given sufficient time away from regular duties to prepare for and complete all post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place • where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a daily basis
EPAO	As a minimum, EPAOs should: • agree the EPA price • understand the occupational standard

	- appoint administrators (and invigilators where required) to administer the EPA as appropriate
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- provide adequate information, advice, and guidance documentation to enable apprentices, employers, and training providers to prepare for the EPA
- arrange for the EPA to take place, in consultation with the employer
- deliver the EPA as outlined in this EPA plan in a timely manner
- where the apprentice is not assessed in the workplace, ensure that the apprentice has access to required resources and liaise with the employer to agree this if necessary
- use appropriate assessment recording documentation to ensure a clear and auditable process is in place for providing feedback to all relevant stakeholders
- have no direct connection with the apprentice, their employer or training provider. In all instances including when the EPAO is the training provider (i.e., HEI) there must be procedures in place to mitigate any conflicts of interest which will be monitored by EQA activity
- have policies and procedures for internal quality assurance (IQA), and maintain records of regular and robust IQA activity and moderation for external quality assurance (EQA) purposes
- conform to the requirements of the nominated external quality assurance provider (EQAP)
- conform to the requirements of the Register of End-Point Assessment Organisations (EPAO)
- deliver induction training for independent assessors, and for invigilators and markers where used
- undertake standardisation activity on this apprenticeship standard for all independent assessors before they conduct an EPA for the first time, if the EPA is updated and periodically as appropriate (a minimum of annually)
- manage invigilation of apprentices to maintain security of the assessment in line with their malpractice policy
- verify the identity of the apprentice being assessed
- use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard
- where the apprentice is not assessed in the workplace, ensure that the apprentice has access to required

	- request certification via the Apprenticeship Service upon successful achievement of the EPA - develop and produce assessment materials including specifications and marking materials (for example mark schemes, practice materials, training material) - appoint suitably qualified and competent independent assessors - provide details of the independent assessor's name and contact details to the employer - have and apply appropriately an EPA appeals process
Training provider	As a minimum, the training provider should: - work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the knowledge, skills and behaviours as listed in the occupational standard - conduct training covering any knowledge, skill or behaviour requirement agreed as part of the Commitment Statement (often known as the Individual Learning Plan). - monitor the apprentice's progress during any training provider led on-programme learning - advise the employer, upon request, on the apprentice's readiness for EPA - remain independent from delivery of the EPA. Where the training provider is the EPA (i.e., a HEI) there must be procedures in place to mitigate against any conflict of interest
Independent assessor	As a minimum, an independent assessor should: - have the competence to assess the apprentice at this level and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan - understand the occupational standard and the requirements of this EPA - have, maintain and be able to evidence up to date knowledge and expertise of the subject matter - deliver the end-point assessment in-line with the EPA plan - comply with the IQA requirements of the EPAO - have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances including when the EPAO is the training provider (i.e. HEI) - attend induction training - attend standardisation events when they begin working for the EPAO, before they conduct an EPA for the first time and a minimum of annually on this apprenticeship standard

| | • assess each assessment method, as determined by the EPA plan, and without extending the EPA unnecessarily
• assess against the KSBs assigned to each assessment method, as shown in the mapping of assessment methods and as determined by the EPAO, and without extending the EPA unnecessarily
• make all grading decisions
• record and report all assessment outcome decisions, for each apprentice, following instructions and using assessment recording documentation provided by the EPAO, in a timely manner
• use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard |

Appendix E – Mapping of Knowledge, Skills and Behaviours (KSBs)

Assessment method 1: Professional discussion underpinned by portfolio

Core Knowledge
K1: Approaches to back up and storage solutions
K2: basic elements of technical documentation and its interpretation
K3: Principles of root cause problem solving using fault diagnostics for troubleshooting
K4: Principles of basic network addressing for example binary
K5: basic awareness of the principles of cloud and cloud-based services
K6: fundamental principles of virtual networks and components
K7: principles of cultural awareness and how diversity impacts on delivery of support tasks.
K8: methods of communication including level of technical terminology to use to technical and nontechnical stakeholders
K9: different types of maintenance and preventative measures to reduce the incidence of faults
K10: key principles of Security including the role of People, Product and Process in secure systems for example access and encryption requirements
K11: fundamentals of physical networks and components
K13: a basic awareness of legislation in relation to disposal of waste materials for example Waste Electronic and Electrical regulations
Core Skills
S1 Interpret and prioritise internal or external customer's requirements in line with organisation's policy
S2 Apply the appropriate tools and techniques to undertake fault finding and rectification
S3 Apply Continuous Professional Development to support necessary business output and technical developments
S4 Operate safely and securely across platforms and responsibilities.
S5 Communicate with all levels of stakeholders, keeping them informed of progress and managing escalation
S6 Develop and maintain effective working relationships with colleagues, customers and other relevant stakeholders
S7 Manage and prioritise the allocated workload effectively making best use of time and resources
S8 complete documentation relevant to the task and escalate where appropriate
Core Behaviours
B1: Works professionally, taking initiative as appropriate
B2: Communicates technical and non-technical information in a variety of situations to support effective working with internal or external stakeholders
B3: Demonstrates a productive and organised approach to their work

B4: Self-motivated, for example takes responsibility to complete the job.
Option 1 Support Technician
Knowledge
K14: fundamental principles of operating systems, hardware system architectures and devices
K15: principles of remote operation of devices including how to deploy and securely integrate mobile devices into a network
K16: fundamental principles of peripherals for example: printers and scanners
K17: principles of virtualisation of servers, applications, and networks
K18: principles of disaster recovery, how a disaster recovery plan works and their role within it
K19: principles of Test Plans, their role and significance
K20: fundamentals of purpose, creation, and maintenance of asset registers
K23: Basic elements of infrastructure architectures including Wi-Fi and wired networks
Skills
S15 Escalate non routine problems in line with procedures
S16 Use basic scripting to execute the relevant tasks
Option 2: Network Technician
Knowledge
K39: different types of connectivity and cabling
K24: Principles of OSI layers
K26: Principles of DNS / DHCP
K27: Awareness of Cloud platforms, such as AWS, Azure, or GCP
K28: Principles of LANs and WANs
K29: Approaches to virtualisation of cloud environments, servers, applications and networks
K30: Principles of network protocols
K31: Principles of API's and Web Services
K32: The different types of cloud storage
K34: Principles of databases and migration
K35: Key principles of Cloud Security and firewalls
K36: DevOps methodology and tools, such as Puppet, Chef, Git, Docker.
Skills
S16 Use basic scripting to execute the relevant tasks
S19 Use a range of Cabling or Connectors equipment in line with technical requirements
S20 Test and evaluate network environments
S21 Monitor performance and usage of a network
Option 3: Digital Communications Technician
Knowledge
K38: Awareness of the purpose of firewalls
K39: Different types of connectivity and cabling
K40: Awareness of network protocols
K44: Basic principles of VPN and Remote Access Security for example transmission technologies

K24: Principles of OSI layers
Skills
S28 Establish digital communication or telecommunications systems or networks for example through cabling and connecting equipment
S31 Use information necessary to identify operational issues and rectify or escalate accordingly in line with policy
S19 Use a range of Cabling or Connectors equipment in line with technical requirements

Assessment method 2: Project report with questioning

Core
K12: approaches to documenting tasks, findings, actions taken and outcome for example, use of task tracking and ticketing systems
S11 Provide remote/face-to-face support to resolve customer requirements
S10 Establish and diagnose the extent of the IT support task, in line with the organisation's policies and SLA's
S12 Maintain a safe working environment for own personal safety and others in line with Health & Safety appropriate to the task
Option 1 Support Technician
Knowledge
K21: approaches to system upgrades and updates and their significance
K22: approaches to interpretation of log files, event viewer and system tools
Skills
S9 Install or undertake basic software upgrades, either physically or remotely
S13 Identify and scope the best solution informed by the system data associated with the task
S14 Test and evaluate the system's performance and compliance with customer requirements.
S17 Carry out routine maintenance across systems, (such as IT, Communications), ensuring organisational compliance at all times
S18 Apply the necessary security, in line with access and/or encryption requirements
Option 2: Network Technician
Knowledge
K25: Principles of cloud and network architecture (including Wi-Fi)
K33: Back up procedures and their importance
Skills
S22 Deploy applications on a network
S23 Set up storage and data access for staff
S24 Apply necessary security measures, in line with access requirements to a network
S25 Carry out routine maintenance across network systems, ensuring organisational compliance
S26 Monitor network-related workloads including DNS and firewalls
S27 Install or undertake basic upgrades, either physically or remotely

Option 3: Digital Communications Technician
Knowledge
K37: Basic elements of network communication architectures
K41: The purpose of digital communications technologies
K42: Main factors affecting network performance including faults and error control
K43: Principles of digital test and diagnostic equipment usage
Skills
S29 Identify a range of tools and or diagnostic equipment, for example, Hardware or Software components, to resolve Communications or Telecommunications requirements.
S30 Undertake basic telecommunications activities, in response to an allocated task, designated responsibilities, instructions or customer requirement

Appendix F – Grading Criteria

Assessment method 1: Professional discussion underpinned by portfolio

KSBs	Pass	Distinction
Core		
Knowledge K1, K2, K3, K4, K5, K6, K7, K8, K9, K10, K11, K13 **Skills** S1, S2, S3, S4, S5, S6, S7, S8 **Behaviours** B1, B2, B3, B4	Explains the principles of system backup/storage. (K1) Describes basic elements of technical documentation, its interpretation, completion and importance in escalation as appropriate. (K2 S8) Identifies and applies the principles of root cause problem solving using fault diagnostic tools and techniques for troubleshooting and rectification'. (K3, S2) Outlines the principles of basic network addressing for example: binary. (K4) Describes the key principles of cloud and cloud-based services. (K5) Analyses the fundamentals and principles of networks and components. (K6, K11) Explains how they interpret and prioritise internal or external customer's requirements in line with organisation's policy. (S1) Outlines the principles of cultural awareness and describes how diversity impacts on delivery of support tasks. (K7) Describes how they apply principles of Continuous Professional Development to support their contribution to	Reviews the success of root cause problem solving where they have applied fault diagnostics for troubleshooting'. (K3) Evaluates the impact of People, Product and Process on secure systems within their 'organisation'. (K10) Critically analyses their use of tools and techniques to undertake tasks such as installation, maintenance, or fault rectification. (S2)

	delivery of necessary business output and technical developments. (S3)	
Option 1: Support Technician		
Knowledge K14 K15 K16, K17, K18, K19 K20, K23, **Skills** S15 S16	Defines the principles of operating systems and describes the architecture of hardware systems and devices. (K14) Describes the principles of remote operation of devices including how to deploy and securely integrate mobile devices into a network. (K15) Outlines the principles of peripherals for example printers and scanners. (K16) Explains the principles of virtualisation of servers, applications, and networks. (K17) Explains disaster recovery, and outlines how disaster recovery plans work with reference to a role they have played within one'. (K18) Explains the principles of Test Plans by reference to their role and significance. (K19) Outline's purpose, creation, and maintenance of asset registers. (K20) Outlines the basic elements of infrastructure architectures including Wi-Fi and wired networks. (K23) Explains how they escalate	Evaluate and assess the organisations Asset Register and their role in updating it. (K20)

	non routine problems in line with procedures. (S15) Demonstrates the use of basic scripting to execute relevant tasks. (S16)	
Option 2: **Network Technician**		
Knowledge K24, K26, K27 K28 K29 K30, K31, K32, K34, K35, K39, K36 **Skills** S16, S19, S20, S21,	Explains the significance of OSI layers. (K24) Defines the principles of systems and networks including protocols. (K26, K28, K30) Sets out the approaches to virtualisation of cloud environments, servers, applications, and network architectures. (K27, K29) Explains the principles of API's and Web Services. (K31) Explains the principles of databases and migration. (K34) Describes the principles and types of Cloud Storage, Cloud Security and Cloud firewalls. (K32, K35) Identifies the elements of DevOps methodology and tools, such as Puppet, Chef, Git and Docker. (K36) Explains how they use basic scripting to execute the relevant tasks. (S16) Describes the principles of testing and evaluating network environments. (S20) Explains how they monitor performance and usage of a network. (S21)	Reviews their approach to testing and, evaluation of network environments'. (S20)

	Explains how they use Cabling or Connectors equipment in line with technical requirements. (K39, S19)	
Option 3: Digital Communications Technician		
Knowledge K24, K38, K39, K40, K44 **Skills** S19, S28, S31	Explains the significance of OSI layers. (K24) Outlines the purpose of firewalls. (K38) Explains their awareness of network protocols. (K40) Explains the basic principles of VPN and Remote Access Security for example transmission technologies. (K44) Explains how they use Cabling or Connectors equipment in line with technical requirements. (K39, S19) Explains how they establish digital communication or telecommunications systems or networks for example through cabling and connecting equipment. (S28) Describes how they use information necessary to identify operational issues and rectify or escalate accordingly in line with policy. (S31)	Evaluates how they establish digital communication or telecommunications system or networks for example through cabling and connecting equipment. (S28)

Assessment method 2: Project report with questioning

KSBs	Pass	Distinction
Core		
Knowledge K12 **Skills** S10, S11, S12	Identifies and applies valid approaches to documenting tasks, findings, actions, and outcomes. (K12) Demonstrates how they establish and diagnose the extent of the IT support task, in line with the organisation's policies and SLA's. (S10) Evidence how they provide remote/face-to-face support to resolve customer requirements. (S11) Demonstrates an approach to their own work and that of co-workers which reflects the HSE policies of the industry and organisation. (S12)	
Option 1: **Support Technician**		
Knowledge K21, K22 **Skills** S9, S13, S14, S17, S18	Demonstrates how they install or undertake basic upgrades, either physically or remotely and apply approaches to system updates, recognising their significance. (K21 S9) Evaluates the interpretation of log files, event viewer and system tools. (K22) Illustrates how they identify and scope the best solution informed by the system data associated with the task. (S13) Demonstrates how they test and, evaluate the system's performance and compliance with customer requirements. (S14) Demonstrate how they carry out routine maintenance across systems, (such as IT, Communications),	Critically analyses their optimisation of system performance to validate compliance with customer requirements. (S14)

| | ensuring organisational compliance at all times. (S17)

Explain how they apply the necessary security, in line with access and/or encryption requirements. (S18) | |
|---|---|---|
| **Option 2:**
Network Technician | | |
| **Knowledge**
K25, K33

Skills
S22, S23,
S24, S25,
S26, S27 | Describes the principles of cloud and network architecture (including Wi-Fi). (K25)

Explains the fundamental principles of back up including when and why to use system backup within technical network tasks. (K33)

Demonstrates how they deploy applications on a network. (S22)

Reviews the validity of their actions in setting up storage and data access for staff. (S23)

Demonstrates the application of security measures and justifies them against network access requirements. (S24)

Demonstrates how they carry out routine maintenance across network systems, ensuring organisational compliance. (S25)
Describes how they monitor network-related workloads including DNS and firewalls. (S26)
Demonstrates how they install or undertake basic upgrades, either physically or remotely. (S27) | Evaluates the effectiveness of routine maintenance across network systems, ensuring organisational compliance always. (S25) |
| **Option 3:**
Digital Communications Technician | | |
| **Knowledge**
K37, K41,
K42,
K43,

Skills
S29, S30 | Explains the basic elements of network communication architectures. (K37)

Outlines the purpose of digital communications technologies in general and within the project. (K41)

Describes the factors affecting | Evaluates and applies a range of tools and or diagnostic equipment, for example, Hardware or Software components, to resolve Communications or Telecommunications requirements. |

| | network performance within the project. (K42)

Defines the principles of digital test and diagnostic equipment applying selected tools and equipment to resolve communications and/or telecommunications issues. (K43, S29)

Demonstrates basic telecommunications activities, in response to an allocated task, designated responsibilities, instructions or a customer's requirements. (S30) | (K43, S29) |