



St Benedict's Catholic School

*Developing Wisdom, Compassion and Resilience
through Prayer and Work*

IT SUPPORT TECHNICIAN APPRENTICE

The course provided is Information Communications Technician – Level 3 and will be provided by Gingernut training. Their training delivery is based on a blended model of one-to-one sessions every four weeks, with group sessions, webinars, online courses, video, and additional support as required. This means that our learners have the guidance they need as well as the flexibility to learn around the requirements of their jobs.

To support learning, all learners are given access to LinkedIn Learning, including bespoke channels designed to support their apprenticeship and Perlego, which includes full searchable access to hundreds of thousands of textbooks to support study. In addition, learners have access to Cisco Networking Academy which includes additional video learning and supporting materials.

Training is structured around a series of one-to-one visits covering the following core topics:

- Basic architecture and connection media
- Numerical skills and internet protocol networks
- Fundamentals of networks
- Maintaining secure network
- Mobile and remote management
- Ticketing, troubleshooting, and diagnosing
- Principles of security and maintenance
- Cloud services, backups, and virtualisation
- Communication and cultural awareness
- Route specific topics

Presentation, customer service, stakeholder management skills
To support the learners' knowledge, we deliver the following tailored training courses alongside the apprenticeship:

- Cisco Networking Academy
- Cisco Hardware Basics

Cisco Networking Basics CompTIA A+

The Information Communications Technician apprenticeship allows learners the opportunity to become skilled and qualified ICT (information and communications technology) technicians who will be able to utilise a wide range of digital tools and resources.

Type: Apprenticeship Pay: National wage for apprentices

