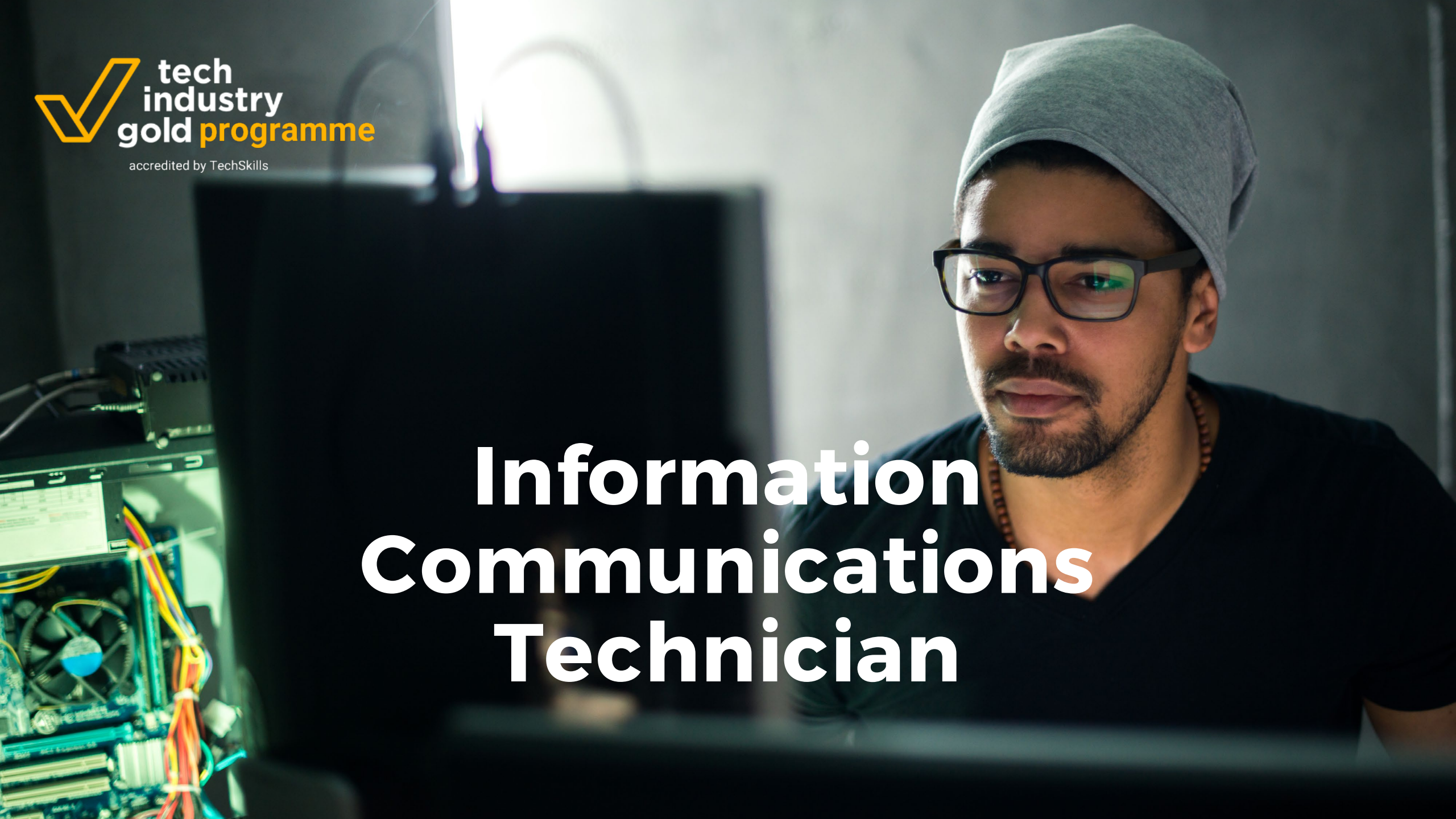
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Information
Communications
Technician

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.

Support Technician & Network Technician Level 3 – Duration 18 Months

Entirely virtual delivery model comprising of 1-1 development coaching, extensive online learning and instructor led technical training modules.

- 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.

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Induction

Month 1-2

The GKA Way Part 1

Month 2

Intro to Percipio

Month 3

CompTIA A+ Core 1

Month 4

CompTIA A+ Core 2

Month 6

Network & Cloud

Month 8

ICT in the Work Environment

Month 9-10

The GKA Way Part 2

Month 15

Gateway

Month 18

End Point Assessment

Apprenticeship Completion

NETWORK AND SUPPORT - COMPTIA A+ CORE 1 COURSE

	Monday	Tuesday	Wednesday	Thursday	Friday
0900 -1000	Welcome & Introduction	3. Hardware	5. Networking Fundamentals	7. Wireless Networking	10. Cloud Computing
1000-1100	Review Pre-Course Learning	3. Hardware	5. Networking Fundamentals	7. Wireless Networking	10. Cloud Computing
1100-1115	**BREAK**	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1115-1200	1. Installing Motherboards, CPUs & Add on Cards	3a. Hardware - Printers	6. Number Systems & Addressing	7. Wireless Networking	10. Cloud Computing
1200-1300	**LUNCH**	**LUNCH**	**LUNCH**	**LUNCH**	**LUNCH**
1300-1400	1. Installing Motherboards, CPUs & Add on Cards	3a. Hardware - Printers	6. Number Systems & Addressing	8. Troubleshooting Wired & Wireless Networks	Complete / Review / Revision for End of course assessment
1400-1500	2. Power Supplies & RAM Storage Solutions	3a. Hardware - Printers	6. Number Systems & Addressing	8. Troubleshooting Wired & Wireless Networks	End of course assessment
1500-1515	**BREAK**	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1515-1600	2. Power Supplies & RAM Storage Solutions	4. Resolving Problems	Review / Recap / Complete	9. Virtualisation	End of course assessment
1600-1700	2. Power Supplies & RAM Storage Solutions	4. Resolving Problems	Review / Recap / Complete	Review / Recap / Complete	Review / What's Next & End of Course
Learning Outcomes	**K1, K11, K14, K21, K23, K39, K41, K43**	**K2, K3, K9, K12, K14, K15, K16, K19**	**K4, K5, K6, K11, K21, K23, K24, K29, K30, K37, K38, K40, K44**	**K3, K6, K9, K17,K22, K23, K25, K26, K29, K31, K42**	**K6, K23, K25**

NETWORK AND SUPPORT - COMPTIA A+ CORE 2 COURSE

	Monday	Tuesday	Wednesday	Thursday	Friday
0900 -1000	Welcome & Introduction	4. OS & Wireless Security Best Practice & Authentication Methods	6. Backup, Recovery Methods & Disaster Recovery	9. ICT Support in a Professional Environment	LAB ACTIVITIES
1000-1100	1. Windows OS Problems & Personal Computer Security	4. OS & Wireless Security Best Practice & Authentication Methods	7. Malware Detection, Removal & Prevention	9. ICT Support in a Professional Environment	LAB ACTIVITIES
1100-1115	**BREAK**	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1115-1200	1. Windows OS Problems & Personal Computer Security	4. OS & Wireless Security Best Practice & Authentication Methods	7. Malware Detection, Removal & Prevention	9. ICT Support in a Professional Environment	Review / Revision for End of course assessment
1200-1300	**LUNCH**	**LUNCH**	**LUNCH**	**LUNCH**	**LUNCH**
1300-1400	2. OS & Network Management	5. Securing SOHO Networks & Mobile Devices	7. Best Practice Procedures for Malware Removal	10. Scripting & Remote Technologies	End of course assessment
1400-1500	2. OS & Network Management	5. Securing SOHO Networks & Mobile Devices	8. Social Engineering Attacks	Review / Recap / Complete	End of course assessment
1500-1515	**BREAK**	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1515-1600	3. Physical Security Measures	5. Securing SOHO Networks & Mobile Devices	8. Social Engineering Attacks	LAB ACTIVITIES	Review / What's Next & End of Course
1600-1700	Review / Recap / Complete	Review / Recap / Complete	Review / Recap / Complete	LAB ACTIVITIES	Review / What's Next & End of Course
Learning Outcomes	**K1, K3, K9, K10, K14, K21, K22, K23**	**K2, K9, K10, K14, K22, K23**	**K10, K14, K18, K22, K33**	**K2, K7, K8, K10, K12, K13, K15, K20, K44**	

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NETWORKING, CLOUD FUNDAMENTALS & AWS/COMPTIA/MS AZURE

	Monday	Tuesday	Wednesday	Thursday	Friday
0900 -1000	Welcome & Introduction Introduction to Networking & Cloud Computing	4, Wide Area Networks (WAN's)	7. Software-Defined Networking Fundamentals	10, Cloud Platforms, Infrastructure & Security	AWS / Microsoft / GCP / CompTIA Cloud + Specialism
1000-1100	1. Networking Standards & Connections	4, Wide Area Networks (WAN's)	7. Software-Defined Networking Fundamentals	10, Cloud Platforms, Infrastructure & Security	AWS / Microsoft / GCP / CompTIA Cloud + Specialism
1100-1115	**BREAK**	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1115-1200	1. Networking Standards & Connections	5. Network Security and Emerging Technologies	8. Network Virtualisation	10, Cloud Platforms, Infrastructure & Security	AWS / Microsoft / GCP / CompTIA Cloud + Specialism
1200-1300	**LUNCH**	**LUNCH**	**LUNCH**	**LUNCH**	**LUNCH**
1300-1400	2. Local Area Networks (LAN's)	6. Configuring Networks & Firewalls	9. IPv6	AWS / Microsoft / GCP / CompTIA Cloud + Specialism	AWS / Microsoft / GCP Specialism
1400-1500	2. Local Area Networks (LAN's)	6. Configuring Networks & Firewalls	9. IPv6	AWS / Microsoft / GCP / CompTIA Cloud + Specialism	Confirm & Recap
1500-1515	**BREAK**	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1515-1600	3. Addressing & Protocols	6. Configuring Networks & Firewalls	9. IPv6	AWS / Microsoft / GCP / CompTIA Cloud + Specialism	Confirm & Recap
1600-1700	3. Addressing & Protocols	6. Configuring Networks & Firewalls	9. IPv6	AWS / Microsoft / GCP / CompTIA Cloud + Specialism	Confirm & Recap
Learning Outcomes	**K4, K5, K6, K9, K11, K17, K23, K24, K25, K26, K28, K29, K30, K37, K39, K40, K41, K42, K43**	**K4, K10, K23, K24, K30, K37, K38, K40, K44**	**K4, K6, K17, K23, K29, K37, K41**	**K5, K10, K27, K35**	**K5, K10, K27, K35**

SUPPORT AND NETWORK - ICT IN THE WORK ENVIRONMENT

	Monday	Tuesday	Wednesday	Thursday	Friday
0900 -1000	Welcome & Introduction & 1. Key Concepts & Guiding Principles	4. Methodologies	6. Data Fundamentals	8. GDPR	11. The Internet of Things
1000-1100	1. Key Concepts & Guiding Principles	4. Methodologies	6. Data Fundamentals	8. GDPR	11. The Internet of Things
1100-1115	**BREAK**	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1115-1200	1. Key Concepts & Guiding Principles	5. Adopting a DevOps Mindset	7. Data Management & Governance	9. ICT legislations	New Tech Research Task
1200-1300	**LUNCH**	**LUNCH**	**LUNCH**	**LUNCH**	**LUNCH**
1300-1400	2. Service Value Chain & Event, Incident & Problem Management	5. DevOps Principles and Implementation Approach	7. Data Management & Governance	10. Keeping Things Right	New Tech Presentation / Group Discussions
1400-1500	2. Service Value Chain & Event, Incident & Problem Management	5. DevOps Deployment Approaches	7. Data Management & Governance	10. Keeping Things Right	New Tech Presentation / Group Discussions
1500-1515	**BREAK**	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1515-1600	3. Service Desk, Change, Release, Service level & Availability Management	5. DevOps Development Approaches	7. Data Management & Governance	Confirm & Recap	Confirm & Recap
1600-1700	3. Service Desk, Change, Release, Service level & Availability Management	5. DevOps Tools & Processes	Confirm & Recap	Confirm & Recap	End of Course Admin
Learning Outcomes	**K7, K8, K10**	**K8, K36**	**K10, K12, K18, K33, K34**	**K10, K13, K32, K33**	**K15**

GKA WAY

Module	Topic
1	Learn How I Learn
2	Effective Communication
3	Teamwork
4	Planning and Organising
5	Problem-Solving
6	Think Customer!
7	Professionalism
8	CPD & Careers

Supports skills, attitudes and behaviours within a Standard.

Delivered by 8 x 90 mins webinars over 5 weeks around Months 1-2.

Each webinar highlights key theory, but primarily is a facilitated group discussion around the topic.

Learners discuss and reflect on each topic focusing on identifying their strengths, how it relates to their role in the workplace and areas for personal improvement and growth related to the topic.

Using a Development Record, learners develop a simple Action Plan for each module to be implemented back in their workplace.

Working with their Technical Coach, their experience and learning from completing their Action Plans can be documented in a personal statement(s) which can contribute to their portfolio. (where applicable)

GKA WAY PART 2

Module	Topic
9	Time to Design
10	How to Deliver
11	It's Time to Deliver

Supports the apprentice's skills, attitudes and behaviours in successfully completing any Presentation, Interview and/or Professional Discussion element of their End Point Assessment.

Delivered around months 9-10.

They provide apprentices with the opportunity to practice the required skills to reduce their anxiety and stress levels through familiarisation. The content is directly related to their workplace performance and professional development, therefore that aspect requires no preparation – they're talking about what they've done!

Delivered in 3 x ½ day sessions and includes a presentation to their Technical Coach, and a Q&A Interview /Discussion.

Digital Communications Technician Level 3 – Duration 18 Months

Entirely virtual delivery model comprising of 1-1 development coaching, extensive online learning and instructor led technical training modules.

- **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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Induction	The GKA Way Part 1	Intro to Percipio	ICT Fundamentals	Analogue & Digital Signals/ Signal Impairment	Transmission Fundamentals/ Modulation & multiplexing	Data Comms Principles	Telecoms/ Media Encoding	See below list of options*	Gateway	End Point Assessment	Apprenticeship Completion
	Month 1-2	Month 2	Month 2	Month 3	Month 4	Month 5	Month 9-10	Month 9-10	Month 15	Month 18	

*One of the following:

- Principles, Characteristics and Applications of Data Communication
- Principles and Operations of Telephone Networks
- Principles and Operation of Mobile Communication Systems

DIGITAL COMMS - ICT FUNDAMENTALS

	Day 1	Day 2	Day 3	Day 4
0900 -1000	Welcome & Introduction	5. Introduction to Networking	9. ITIL 4 Overview Introduction	11. ITIL 4 Overview – Service Desk, Change, Release, Service Level & Availability Management
1000-1100	1. Storage Solutions	5. Introduction to Networking	9. ITIL 4 Overview – Key Concepts & Guiding Principles	11. ITIL 4 Overview – Service Desk, Change, Release, Service Level & Availability Management
1100-1115	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1115-1200	2. Windows OS Problems & Personal Computer Security	6. Network Standards & Connections	9. ITIL 4 Overview – Key Concepts & Guiding Principles	12. GDPR
1200-1300	**LUNCH**	**LUNCH**	**LUNCH**	**LUNCH**
1300-1400	2. Windows OS Problems & Personal Computer Security	6. Network Standards & Connections	9. ITIL 4 Overview – Key Concepts & Guiding Principles	12. GDPR
1400-1500	3. Resolving Problems	7. Networking Tools	9. ITIL 4 Overview – Key Concepts & Guiding Principles	13. ICT Legislations
1500-1515	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1515-1600	3. Resolving Problems	8. Network Security & Emerging Technologies	10. ITIL 4 Overview – Service Value Chain & Event, Incident & Problem Management	14. Keeping Things Right
1600-1700	4. ICT Support in a Professional Environment	Review / Recap / Complete	10. ITIL 4 Overview – Service Value Chain & Event, Incident & Problem Management	14. Keeping Things Right
Learning Outcomes	**K1, K2, K3, K7, K8, K9, K10, K12**	**K3, K5, K9, K10, K11, K23, K24, K37, K38, K39, K43, K44**	**K7, K8, K10**	**K7, K8, K10, K13, K32, K33**

DIGITAL COMMS – TELECOMS CONTENT

	Day 1 – Analogue, Digital and Signal Impairment	Day 2 – Transmission Fundamentals & Modulation & Multiplexing	Day 3 – Data Communication Principles & Telephony & Data Services	Day 4 – Telecom Networks & Media Encoding
0900 -1000	Welcome & Introduction	Welcome & Introduction	Welcome & Introduction	Welcome & Introduction
1000-1100	1. Analogue & Digital Signals	1. Transmission Fundamentals	1. Data Communication Principles	1. Data Communication Principles
1100-1115	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1115-1200	1. Analogue & Digital Signals	1. Transmission Fundamentals	1. Data Communication Principles	1. Data Communication Principles
1200-1300	**LUNCH**	**LUNCH**	**LUNCH**	**LUNCH**
1300-1400	1. Analogue & Digital Signals	1. Transmission Fundamentals	1. Data Communication Principles	1. Data Communication Principles
1400-1500	2. Signal Impairments	2. Modulation & Multiplexing	2. Telephony & Data Services	2. Telephony & Data Services
1500-1515	**BREAK**	**BREAK**	**BREAK**	**BREAK**
1515-1600	2. Signal Impairments	2. Modulation & Multiplexing	2. Telephony & Data Services	2. Telephony & Data Services
1600-1700	2. Signal Impairments Review / Recap / Complete	2. Modulation & Multiplexing Review / Recap / Complete	2. Telephony & Data Services Review / Recap / Complete	2. Telephony & Data Services Review / Recap / Complete
Learning Outcomes	**K4, K37, K42**	**K39, K40**	**K4, K5, K6, K37, K41**	**K4, K5, K6, K37, K41**

DIGITAL COMMS – TELECOMS SPECIALISM

	DATA COMMS SPECIALISM	TELEPHONY NETWORKS & VOIP SPECIALISM	MOBILE COMMUNICATIONS SPECIALISM
0900 -1000	Welcome & Introduction	Welcome & Introduction	Welcome & Introduction
1000-1100	1. Wide Area Networks	1. Wide Area Networks	1. Mobile Systems
1100-1115	BREAK	BREAK	BREAK
1115-1200	1. Wide Area Networks	1. Wide Area Networks	1. Mobile Systems
1200-1300	LUNCH	LUNCH	LUNCH
1300-1400	2. Internet Protocols	2. Internet Protocols	1. Mobile Systems
1400-1500	2. Internet Protocols	2. Internet Protocols	2. Mobile Radio Communications
1500-1515	BREAK	BREAK	BREAK
1515-1600	3. IP Networks	3. IP Networks	2. Mobile Radio Communications
1600-1700	IP Networks Review / Recap / Complete	IP Networks Review / Recap / Complete	2. Mobile Radio Communications Review / Recap / Complete
Learning Outcomes	**K37, K40, K42, K44**	**K37, K40, K42, K44**	**K37, K40, K42, K44**

GKA WAY

Module	Topic
1	Learn How I Learn
2	Effective Communication
3	Teamwork
4	Planning and Organising
5	Problem-Solving
6	Think Customer!
7	Professionalism
8	CPD & Careers

Supports **skills, attitudes and behaviours** within a Standard.

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GKA WAY PART 2

Module	Topic
9	Time to Design
10	How to Deliver
11	It's Time to Deliver

Supports the apprentice's skills, attitudes and behaviours in successfully completing any Presentation, Interview and/or Professional Discussion element of their End Point Assessment.

Delivered around months 9-10.

They provide apprentices with the opportunity to practice the required skills to reduce their anxiety and stress levels through familiarisation. The content is directly related to their workplace performance and professional development, therefore that aspect requires no preparation – they're talking about what they've done!

Delivered in 3 x ½ day sessions and includes a presentation to their Technical Coach, and a Q&A Interview /Discussion.

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Contact us for more information:
contact.gka@skillsoft.com