ST0973 Level 3 Information Communications Technician Assessment Plan

Introduction

This Apprenticeship Assessment Plan (AAP) sets out the requirements for the assessment of the Level 3 Information Communications Technician apprenticeship. It should be read in conjunction with the General Requirements for Apprenticeship Assessment. Where there is conflict between this AAP and the General Requirements, this AAP takes precedence. Assessment organisations must also comply with the relevant regulatory framework for apprenticeship assessment.

It is important that the assessment of apprentices is proportionate, valid, and provides reliable evidence of an apprentice's attainment of the relevant knowledge and skills. As such, assessment organisations must design assessments to ensure:

- employers have confidence that the apprentice has reached the expected performance standard
- apprentices are sufficiently secure in their knowledge and skills, so that they could demonstrate their competence in different contexts (for example, a different workplace)

Assessment Outcomes

The assessment outcomes group and summarise the knowledge and skills that must be demonstrated in assessments. All assessment outcomes must be assessed.

Assessment organisations must ensure all the core assessment outcomes and the assessment outcomes for one of the following options are assessed for each apprentice:

- Option 1: Support Technician
- Option 2: Network Technician
- Option 3: Digital Communication Technician

Knowledge and skills statements in **bold are mandatory** and must be assessed in every version of the assessment that is made available.

Core Assessment Outcome	Mapping
AO1: Technical Problem Diagnosis and Resolution Identifies, investigates, and resolves technical issues by applying diagnostic tools, root-cause analysis techniques, and basic testing methods to restore system or network functionality	**K3,** K12* **S2**, S9*,
AO2: System, Network, and Cloud Fundamentals Applies foundational knowledge of operating systems, networks, cloud services, virtual networks, and addressing principles to support organisational IT environments.	K1**, K4***, **K5*,** **K6,** K11, **K15***
AO3: Maintenance, Security, and Compliance Carries out routine and preventative maintenance, implements secure working practices, and upholds organisational policies relating to safety, security, and compliance.	K9, K10, **S4*,** S8, **S10**
AO4: Documentation, Communication, and Stakeholder Support Communicates effectively with technical and non-technical stakeholders, manages customer requirements, documents tasks and outcomes, and maintains productive working relationships.	K2*, K7, **K8*** **S1*,** S5*, S6, **S7***
AO5: Professional Development and Sustainability Awareness Maintains up-to-date knowledge of emerging technologies, applies continuous professional development, and considers environmental sustainability in IT-related decisions and activities.	K13, **K14*, S3**
Option 1: Support Technician	**Mapping**
AO6: Hardware, Software, and System Deployment Installs, configures, and deploys hardware or software, and or systems in line with organisational requirements and technical specifications.	K16, K17, K23 **S11,** S12
AO7: System Upgrades, Monitoring, and Asset Management Plans and implements system upgrades, interprets logs and monitoring data, and maintains accurate asset records to support operational continuity.	**K18*, K19*,** K20*

Option 2: Network Technician	Mapping
AO8: Network Architecture, Protocols, and Connectivity Applies knowledge of network models, protocols, addressing, and connectivity types to support the design, configuration, and operation of organisational networks.	**K18*** K21***,** K23, K24
AO9: Network Performance, Cloud Networking, and Virtualisation Supports cloud-based networking, applies virtualisation concepts, and monitors network performance to maintain reliable and secure network services.	K17, **K22*,** K28 **S15***
AO10: Network Infrastructure Installation and Maintenance Installs and maintains network infrastructure components, including cabling, connectors, and physical or virtual network elements.	K26* **S13,** S14
Option 3: Digital Communication Technician	**Mapping**
AO11: Digital and Telecommunications System Setup Establishes digital communication and telecommunications systems.	K21, K23, K26*, K27* **S13**, **S16***
AO12: Diagnostic Testing and Fault Resolution for Communications Systems Uses diagnostic tools and equipment to identify operational issues and resolve faults within digital communication environments.	K28, **K29** **S17**, S18, S19
AO13: Secure Remote Access and Communication Technologies Applies principles of VPNs, remote access security, and firewall awareness to support secure digital communication services.	**K25, K30**

(*) Knowledge and skills statements which offer opportunities to develop functional English and maths are identified with an asterisk.

Assessment requirements

Assessment organisations must set apprenticeship assessments. Assessment organisations should consider how technology and digital tools can support innovation and efficiency.

Assessment organisations must design assessments to include **Professional Discussion.**

Any additional assessment(s) must be selected from the following list of methods to ensure the assessment outcomes are met in full:

- **Project**
- **Portfolio**
- **Presentation**
- **Observation**
- **Question and answer session**
- **Simulated Task**

Apprentices may be assessed at any appropriate point during their apprenticeship programme.

Assessments may be designed to allow a centre or training provider to mark assessments. The assessment organisation is responsible for ensuring all assessments are sufficiently reliable and valid, and for the accuracy of any centre or training provider marking.

Assessment requirements should be as flexible as possible, allowing for multiple assessment design options where appropriate. They should focus on key skills or tasks that must be performed and provide a narrative or rationale that explains the intended outcome. They should be compatible with the DfE assessment principles, the general requirements, Ofqual regulations etc.

Additional requirements should relate to assessment outcomes, rather than K&S statements, wherever possible.

Individual K&S statements should not generally be mapped to the required assessment method.

Performance descriptors

Performance descriptors describe the level of performance required to achieve a pass or distinction grade. Assessment organisations must design assessments that align with these descriptions.

Performance Category	Pass	Distinction
Applied Knowledge	Demonstrates sound application of ICT knowledge and procedures, across routine and non-routine tasks, completing them in line with organisational standards within familiar but sometimes complex work contexts.	Applies a thorough understanding of ICT knowledge and procedures, to manage and resolve routine and non-routine tasks with discernment and skill, confidently addressing familiar but sometimes complex work contexts.
Applied Skills	Identifies and applies ICT skills, methods, and procedures to complete tasks and address challenges with a degree of autonomy, across routine and non-routine activities.	Selects and integrates ICT skills, methods, and procedures proactively and resourcefully to complete tasks and address challenges and with minimal oversight across routine and non-routine activities.
Regulatory and Procedural Awareness	Applies ICT-related legislation, regulation, and organisational procedures to the role without error, demonstrating some depth of insight and adaptability in familiar but sometimes complex work contexts.	Demonstrates refined judgement in interpreting ICT-related legislation, regulation, and organisational procedures, confidently navigating nuanced issues in practice within familiar but sometimes complex work contexts.
Communication and Collaboration	Participates in ICT team environments and demonstrates communication and customer service skills that support daily operations and stakeholder interactions.	Communicates persuasively and adapts confidently to internal and external stakeholders, taking initiative in delivering customer and colleague interactions within ICT environments.
Information Use and Decision Making	Accurately interprets ICT information from two different sources to	Evaluates two different sources of information to draw informed

	support problem-solving and make sound application of judgement.	conclusions that improve task outcomes.
Responsibility and Autonomy	Takes responsibility for initiating and completing ICT tasks within set parameters and contributes to guiding or supporting others with a reasonable degree of autonomy.	Pre-empts the need for ICT tasks to be initiated within set parameters, demonstrating accountability and responsiveness to emerging priorities or risks to achieve team outcomes.

Professional recognition

This apprenticeship aligns with the professional body recognition detailed in the occupational standard.

Please contact the relevant professional body for further information.