

# LEVEL 3 INFORMATION COMMUNICATIONS TECHNICIAN APPRENTICESHIP

Subject Area  
Student Type  
Study Mode

Digital  
Students aged 16-18  
Part Time

## What is the course about?

An as Information Communications Technician (ICT) apprentice, you will provide support to internal and/or external customers by using tools or systems to problem solve and trouble-shoot routine and non-routine problems. This apprenticeship will give you the skills to support clients/customers with their systems. You will achieve this through monitoring and maintaining the systems and/or platforms to maximise productivity and user experience. This apprenticeship will provide you with robust knowledge and detailed skills.

## Why should I choose the course?

You should choose this apprenticeship if you are looking for an exciting career in IT. The apprenticeship will equip you with essential background knowledge and theory on a range of key topics (including networks, devices, operating systems, the cloud, and security) along with a personal skillset dedicated to providing excellent IT support.

## What will I learn?

As part of your apprenticeship, you will cover a range of key topics to support your time with your employer including: business software, processes, mobile and operating systems, the cloud, networks, principles and architecture, handling, as well as prioritising and escalating support calls.

## How is the apprenticeship delivered?

Classroom sessions at college will provide you with the underpinning knowledge, skills, and behaviours required to successfully achieve your apprenticeship.

In addition, one-to-one sessions will take place in the workplace to complete progress reviews, observations of work-based activities, professional discussions, and assess workplace product evidence.

## What will the course lead on to?

You may choose to continue your studies with a degree level apprenticeship or secure employment in this sector.

## What support is available?



**Warrington  
& Vale Royal  
College**

Warrington Campus  
Winwick Rd, Warrington WA2 8QA

 [wvr.ac.uk](http://wvr.ac.uk)

 01925 494 494

Winsford campus  
Weaver St, Winsford CW7 4AH

 [learner.services@wvr.ac.uk](mailto:learner.services@wvr.ac.uk)

You will be allocated a designated tutor to guide you through your apprenticeship. We have a team of staff dedicated to providing learning support if required, as well as a Wellbeing Team that is on hand to offer guidance, support and help when needed.

Click here for more information about learning support: <https://wvr.ac.uk/college-life/learning-support>

## Why should I choose to study the course at Warrington & Vale Royal College?

We are one of the top-performing further education colleges for apprenticeships. Over nine in ten of our apprentices continue in employment or receive a promotion once they have completed their apprenticeship. We also have a dedicated apprenticeship matching service which matches your skills to a suitable apprenticeship employer. The college is dedicated to supporting you on-programme and helping you progress on to the next step.

## What are the entry requirements?

Entry requirements for this apprenticeship programme are GCSE grades 9-4, or level 2 functional skills qualifications in English and maths. We will consider those who need to resit either their English or maths qualification, however those that need to resit both will not meet the entry requirements for this apprenticeship programme.

If you are required to resit either English or maths, you will be invited to undertake an initial assessment. If deemed suitable, you must be willing to achieve your level 2 English/maths qualification before the end of the apprenticeship programme as part of your study.



**Warrington  
& Vale Royal  
College**

Warrington Campus  
Winwick Rd, Warrington WA2 8QA

 [wvr.ac.uk](https://wvr.ac.uk)

 01925 494 494

Winsford campus  
Weaver St, Winsford CW7 4AH

 [learner.services@wvr.ac.uk](mailto:learner.services@wvr.ac.uk)