

# Infrastructure Technician

If you are responsible for managing, cleansing, abstracting, aggregating, analysing and making recommendations to stakeholders about data, then this programme will be of interest to you. You will learn how to analyse and present data in a format that is supported by sound recommendations to the business.

This programme will support you in developing the skill set to deliver measurable value to your organisation as well as supporting your next professional steps.

## Course Overview

During this programme you will be required to spend 20% of your time at work on off-the-job learning. This will include workshops, virtual learning, research workplace challenges and reflection.

This innovative programme is designed so you can easily fit your learning around your day job. Using our online learning portal, you will be able to access your learning anytime and anywhere, so you get high-quality content and development on the go.

## Benefits

Upon successful completion of this programme, you will:

- Upgrade your technical skills to the best practice approach.
- Enhance your confidence and professional credibility as an expert within the workplace.
- Inspire your colleagues to provide technical excellence.
- Gain transferable skills for use throughout your career.
- Be awarded a level 3 Infrastructure Technician Apprenticeship Standard.
- Become a Microsoft certified professional and join the Microsoft certified site as an individual member at Professional level.

You will also achieve the following certifications :

- Microsoft Technology Associate (MTA) Network Fundamentals.
- MTA Mobility and Devices Fundamentals.
- MTA Cloud Fundamentals.
- British Computer Society (BCS) Coding and Logic.
- BCS Business Processes.

## Course Content

### Networking and Architecture:



Through focusing on your professional and personal potential, you will learn how to identify and build networks and their various architecture. Understand the use of a range of cabling and connectivity, the various types of antennas and wireless systems, and IT test equipment. Use various maintenance processes and how to employ them in working practices. Understand the architecture of computer configuration and business systems.

### Mobile and Operating Systems:



Develop your understanding of the operating systems and mobile devices. Identifying the similarities, differences and benefits of the current operating systems available and how to operate, deploy and securely integrate mobile devices.



**Duration:**  
12 Month Programme



**Minimum Entry Requirements:**  
Individual employers will set the selection criteria, but this is likely to include five GCSEs, (especially English, Mathematics and a Science or Technology subject); a relevant Level 2 Apprenticeship; other relevant qualifications and experience; or an aptitude test with a focus on IT skills.



### Maths and English:

Learners without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment. It is our aim at WDR to provide opportunities for our learners to improve their skills in English and mathematics, embedding these skills so that they are developed and applied as an integral part of your study

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**Cloud Services:**  
 Here you will how learn how to demonstrate knowledge and understanding of business processes principles and techniques and a working knowledge of the Cloud and cloud services. Identify the importance of disaster recovery and how a disaster recovery plan works, and their role within it.
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**Coding and Logic:**  
 Learn to improve your use of scripting language at the command line: particularly when supporting server work. Understanding application life cycle management, algorithms, data structures, and web page development.
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**Business Processes:**  
 The final module of the programme focuses on the understanding of business processes principles and techniques. Key areas are the understanding and complying with business processes and a working knowledge of business IT skills relevant to the organisation.

## How will you be assessed?

Towards the end of the programme, you, your manager and WDR will decide together if you are ready for assessment. The assessment is then undertaken by a separate End Point Assessor organisation, chosen by your employer. The tutors at WDR will provide you with lots of support in preparing for the assessment. The assessment consists of four separate elements:



**Portfolio (25%)**

Produced towards the end of the apprenticeship, containing evidence from real work projects.



**Project (25%)**

A business related project over a one week period away from the day-to-day workplace.



**Reference (25%)**

An employer reference.



**Interview with Assessor (25%)**

Exploring what has been produced in the portfolio and the project.

## Learning Portal

Our learning portal makes it easy to accumulate the evidence required by this stage. Throughout the programme, simply upload whatever documents, photos, or videos demonstrate your understanding and competence. Completing the self-reflective practices, regularly reviewing your learning with your cohort coach and undertaking set practice assessments will help ensure you are ready for this stage.

## Apply for this course.

Apply for this course and ask any questions you may have by getting in touch with us via the contact methods below. You can also find information about this course and all of our other courses at our website, [www.wdr.co.uk](http://www.wdr.co.uk).

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