



# Infrastructure Technician Apprenticeship Level 3

Flexible and Blended  
Training Solutions

**96%** Employer  
Satisfaction Rate

Recognised Cisco and  
Microsoft Learning  
Partner

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## There are a range of incentives to help recruit and train your staff

- Free apprenticeship recruitment service.
- £1000 incentive for recruiting a 16-18 year old apprentice.
- Full funding available for employers with less than 50 employees who recruit a 16-18 year old apprentice.
- Free English, Maths and ICT training.
- 90% government contribution for small and medium size employers.
- Support for those individuals with additional learning needs.

## You receive a range of guaranteed and complementary services

- Gain invaluable vendor recognised certifications.
- Apprentice membership with BCS – The Chartered Institute for IT.
- Free NUS apprenticeship extra card for all apprentices.
- Instructor led technical support from practising industry professionals.
- Access to e-learning content across a broad spectrum of Digital IT disciplines, supporting CPD beyond the requirements of the Apprenticeship.

## Why choose GP Strategies Training Limited?

- Best achievement rates of the top 50 largest providers.
- Rated Outstanding by Ofsted for Leadership and Management, Quality of Provision and Capacity to improve.
- Over 20 years' experience in delivering both vocational programmes and a wide range of IT courses.
- Continually high employer and apprentice satisfaction rates.
- ESFA Approved Training Organisation.
- Accredited by Customer Service Excellence.
- A recognised Microsoft and Cisco learning partner.

These are just a few reasons how your organisation can benefit from an Infrastructure Technician Apprenticeship through GP Strategies Training Limited.

## Role of Infrastructure Technicians

This course supports technicians who provide support to internal and external customers, via 1<sup>st</sup> or 2<sup>nd</sup> line support.

This course helps apprentices develop the core skills of logical and creative thinking, problem solving, communication and workflow management.

\* Alternative vendor qualification opportunities can be chosen. For example, and depending on the apprentice's current level of knowledge: CompTIA A+, CompTIA Network+, CompTIA Security+, Cisco ICND1 and ICND2 (CCNA).

## Apprentice Journey

In monthly stages

- 1 Induction, Initial Assessment
- 2 Mobile and Operating Systems
- 3 MTA Mobility and Devices Fundamentals\*
- 4 Networking and Architecture
- 5 MTA Networking Fundamentals\*
- 6 Cloud Services
- 7 MTA Cloud Fundamentals\*
- 8 Coding and Logic
- 9 Business Processes
- 10 EPA Preparation
- 11 Revision and GAP Analysis
- 12 Gateway Meeting, Final Review, Portfolio Submission and EPA (End Point Assessment) Referral

# Off the Job Training



*We offer blended solutions to meet your needs, below is an example of how off the job training can be tailored to the apprentice and the organisation.*

## Mobile and Operating Systems

*5 day course (plus exam)*

MTA Mobility and Devices Fundamentals course\*, delivered either by attending a training course or by connecting in remotely. Supported by online self study, mentoring and exam preparation.

## Networking and Architecture

*5 day course (plus exam)*

MTA Networking Fundamentals course\*, delivered either by attending a training course or by connecting in remotely. Supported by online self study, mentoring and exam preparation.

## Cloud Services

*5 day course (plus exam)*

MTA Cloud Fundamentals course\*, delivered either by attending a training course or by connecting in remotely. Supported by online self study, mentoring and exam preparation.

## Coding and Logic

*1 day course*

Coding and logic course, delivered either by attending a training course or by connecting in remotely. Supported by online self study and mentoring.

## Business Processes

*Online study and 1-2-1 coaching*

Covering business processes such as ITIL.

*\* Alternative vendor qualification opportunities can be chosen. For example, and depending on the Apprentice's current level of knowledge: CompTIA A+, CompTIA Network+, CompTIA Security+, Cisco ICND 1 and ICND2 (CCNA).*

# On the Job Training

*Whilst apprentices are carrying out their day to day role, they will be observed by a dedicated Skills Coach, who will offer support and guidance to enhance their knowledge.*

## IT Security

This module will provide employees with the skills to work securely across all platforms and areas of responsibility.

## Remote Infrastructure

This module will provide employees with the skills to operate a range of mobile devices and securely add them to a network.

## Data

This module will provide employees with the skills to effectively record, analyse and communicate data using the organisation's standard tools and processes.

## Problem Solving

This module will provide employees with the skills to apply structured techniques to common and non-routine problems, testing methodologies and troubleshooting and analysing problems.

## Workflow Management

This module will provide employees with the skills to work flexibly and demonstrate their ability to work under pressure to progress allocated tasks.

## Health and Safety

This module will provide employees with the skills to interpret and follow IT legislation to work securely, professionally and productively in the work environment.

## Performance

This module will provide employees with the skills to optimise the performance of hardware, software and Network Systems and services.

*These are just some of the topics that apprentices will be working towards. Your Skills Coach will support putting in place an individual programme for your business.*



# Supplied by our Partner Organisations

## e-Portfolio

e-Track is our flexible learner management tool for employers, apprentices and training providers to track progress, share learning resources and review ongoing achievement remotely and in real time.

You will have access to group and individual progress updates and direct support from our Skills Coaches throughout the apprentice journey.

## Online Accredited and Non Accredited Courses

GPSTL provides a fast and flexible online option for apprentices and employers to access training courses that can be studied at a time to suit. Courses typically range from 2-4 hours and include topics such as The Essentials of GDPR, Cyber Security Awareness, Creative Thinking and Self-Development. You choose when, how and where you learn.

Please visit our website for a full course list.

## Professional and Vendor Qualifications

GPSTL is an Approved Apprenticeship Provider with BCS – The Chartered Institute for IT, as well as a recognised Microsoft and Cisco learning partner. As part of this apprenticeship, GPSTL will provide Microsoft Technology Associate (MTA) certified training. Additional vendor accreditation opportunities are available on request.



# What Happens Next?

## 1 Initial Meeting

- Initial meeting to establish the organisation's requirements
- Explore current delivery models and resources
- Establish and agree programmes

## 2 Set Up

- Service level agreement
- Mobilisation and implementation planning
- Account management

## 3 Programme Design

- Programme design
- Programme content
- Complementary services
- Agree timetable and locations for enrolment
- Project delivery team

## 4 Programme Delivery

- Programme launch
- Initial assessment and enrolment
- Dedicated skills coach allocated
- Register for online resources
- Set up e-Portfolio

## 5 Support and Feedback

- Line manager briefings
- Apprentice progression review
- Management information
- Account management meetings
- Customer service review meetings

## 6 Review and Evaluation

- Quality assurance
- Programme review and evaluation
- Celebration of success

Start learning with GP Strategies Training Limited and contact us today

0330 1000 610 | [www.gpstl-apprenticeships.co.uk](http://www.gpstl-apprenticeships.co.uk) | [apprenticeshipsUK@gpstrategies.com](mailto:apprenticeshipsUK@gpstrategies.com)

GP Strategies Training Limited – committed to equality and valuing diversity

