

Brought to you by
National
Apprenticeship
Service



Unified Communications Technician Apprenticeship Level 3

Flexible and Blended
Training Solutions

Recognised Cisco,
CompTIA & Microsoft
Learning Partner

96% Employer
Satisfaction Rate

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 to support progress
- 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 Apprenticeships?

- Best achievement rates of the top 50 largest providers
- Rated Outstanding by Ofsted for Leadership and Management, Quality of Provision and Capacity to improve
- Continually high employer and learner satisfaction rates
- ESFA Approved Training Organisation
- Accredited by Customer Service Excellence
- A recognised Microsoft, CompTIA and Cisco learning partner

These are just a few reasons how your organisation can benefit from a Unified Communications Technician Apprenticeship through GP Strategies.

Role of a Unified Communications Technician

This course supports unified communications technicians who can establish and maintain communications systems under supervision. Technicians will use a range of remote and physical tools and equipment, and will be able to install basic communication hardware and software. Technicians will also deal with routine service requests from internal and external sources including fault rectification across a range of technologies and applying security principals.

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

Apprentice Journey

In monthly stages

- 1 Induction and Initial Assessment
- 2 Networks and Data
- 3 Routers and Switches
- 4 Diagnostic Tools
- 5 Cabling and Connectivity
- 6 Digital Communication Technologies
- 7 Security Principles and Firewalls
- 8 VPN and Remote Access Security
- 9 Back-up and Storage Solutions
- 10 EPA (End Point Assessment) Preparation
- 11 EPA Mock Test
- 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 learner and the organisation.

Cisco Certified Technician (CCT)

5 Day Course

Learn the fundamental skills to diagnose, restore, repair, and replace critical Cisco networking and system devices at customer sites.

Practical Field Troubleshooting Course

5 Day Course

Learn the hands on skills required to troubleshoot in the field.

IOSH Certificate in Working Safely

Progressive online study

Complete five modules of learning including:

- An introduction to working safe
- Defining hazard and risk
- Identifying common hazards
- Improving safety performance
- Protecting our environment

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

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.

Analysis

This module will provide employees with the skills to analyse system problems, by selecting the appropriate tools and techniques in line with organisation guidance.

Rectification

This module will provide employees with the skills to select the most appropriate solution to the fault, using the relevant logistical support where appropriate, or escalates to a higher-level where necessary.

Installing and Configuring

This module will provide employees with the skills to install and configure appropriate component and or systems appropriate to the organisation.

Cabling

This module will provide employees with the skills to competently cable or connect equipment in line with technical requirements.

Hardware and Software Upgrades

This module will provide employees with the skills to undertake hardware or software upgrades appropriate to the organisation.

Digital Communications

This module will provide employees with the skills to install and work with a variety of digital communications mediums as appropriate to the organisation.

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

GP Strategies 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 compliance, Health & Safety and self-development. You choose when, how and where you learn.

Please visit our website for a full course list.

Professional and Vendor Qualification

GP Strategies is an approved apprenticeship provider with BCS – The Chartered Institute for IT, as well as recognised Cisco, CompTIA and Microsoft learning partners. As part of this apprenticeship, GP Strategies will provide Cisco certified training via our learning partner status. Additional vendor accreditation opportunities are available on request.



Silver
Microsoft Partner



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 & Feedback

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

6 Review & Evaluation

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

Start learning with GP Strategies Apprenticeships and contact us today

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GP Strategies – committed to equality and valuing diversity

