

## Digital Industries Advanced Apprenticeship Infrastructure technician



## Discover your potential

### Key features

Technical IT apprenticeship comprising minimum 30 hours a week in paid, full time work, along with classroom-based skills development.

Develop a working knowledge of cabling & connectivity, IT maintenance, networking and security, cloud services, disaster recovery and more.

Can lead to such roles as Help Desk Technician, IT Infrastructure Technician, Telecoms Installation and various IT support roles.

# Get ahead with the LMPQ Digital Industries Advanced Apprenticeship

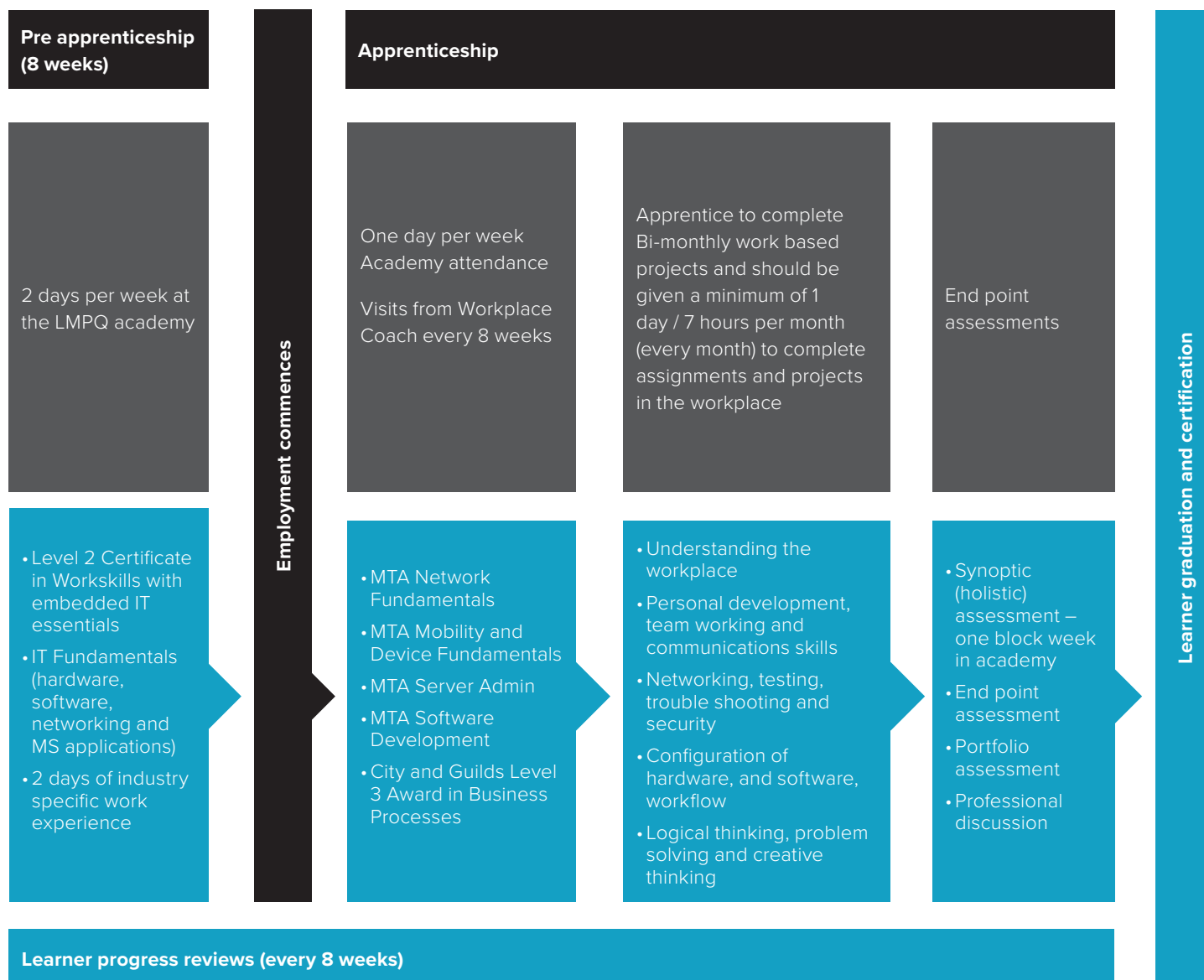
## What people say about LMPQ

"LMPQ understands our business and the type of people that fit in. The LMPQ course fits with our business requirements and the tutors and assessors are excellent – everyone is very supportive. It's not just about getting kids signed up. They support apprentices and employers alike. We've used LMPQ as a training provider for the last three years."

Sam Hawkes, Director, MIE Solutions

"I wanted a professional IT qualification and on-the-job experience. Since starting with LMPQ, I was able to get into an apprenticeship very quickly and have thoroughly enjoyed the job placement, working as a software developer. I'd recommend LMPQ to anyone interested in an IT apprenticeship."

Navot Singh, Apprentice



## What is the role of an Infrastructure Technician Apprentice?

**An Infrastructure Technician Apprentice provides support to internal and external customers, helping them to be productive when using technology to do their jobs. This involves setting people up on systems and providing support when they need it, helping to put right issues and contribute towards the organisation's productivity. It also involves learning how to use tools to problem-solve and trouble-shoot non-routine problems.**

### What does the Apprenticeship cover?

The Infrastructure Technician Apprenticeship gives participants a working knowledge of:

- Cabling & Connectivity
- IT Maintenance
- Networking & maintaining a secure network
- Remotely operate and integrate mobile devices
- Cloud Services
- Disaster Recovery Plan
- Complying with Business Processes
- Understanding the difference between Coding & Logic

### How long does it take?

This is a Level 3 (Advanced) Apprenticeship and lasts for a minimum of 12 months.

### What are the entry requirements?

Applicants for the Apprenticeship should have at least 5 GCSE's, grades A – C, including English and Maths. Apprentices will either be in full time employment or required to complete the LMPQ Pre-Apprenticeship programme, taking place over an 8-week period for 2 days per week. All applicants must be successfully interviewed and accepted to apply for an LMPQ employer vacancy.

### What are the employer requirements?

The Apprentice will work full time for a minimum of 30 hours a week and must be paid the apprenticeship minimum wage. This includes time spent on academy-based training.

### Do apprentices gain professional recognition?

Yes, successful apprentices can apply for entry on to the register of IT technicians, which confirms SFIA Level 3 professional competence.

### What sort of roles can the Apprenticeship lead to?

Successful LMPQ Infrastructure Technician Apprentices can look forward to being recruited for such roles as:

- Help Desk Technician, both in-company or as 3rd party support
- First and Second Line Support (working in business support with an outsourced IT supplier)
- IT Infrastructure Technician, such as field-based hardware and software installation and support
- Telecoms installation and support
- Network Support
- Desktop and Deskside Support
- Laptops & Portable Device Support

## How the programme is delivered

### Pre-Apprenticeship

New Apprenticeship candidates will be required to attend an interview and complete an 8-week training & assessment programme, comprising 2 days a week. They will be assessed for competence, attitude and personal application before being allowed to attend an interview for a vacancy with an LMPQ employer. Participants will learn such work-based skills as team-working and business communications, along with the fundamentals of IT hardware, software and networking. They will also attend 2 full days of sector related work experience.

Candidates who are already employed in a relevant role may be able to progress directly onto the Apprenticeship.

### Apprenticeship Programme

Apprentices will attend the LMPQ Academy for one day per week for classroom based skills development, project work and examinations. During this time, the apprentices work towards four MTA exams and a City & Guilds Award in Business Processes.

Apprentices are also required to complete projects and assignments in the workplace which are set and monitored by a Workplace Coach. He or she will visit the workplace every 8 weeks to assess progress, provide coaching and support, and give feedback to the employer.

At the end of the programme, Apprentices attend the Academy for 5 days to complete their synoptic project. They will then be submitted for their End Point Assessment which takes place during month 13. This takes the form of an independent interview when the Apprentice's work based projects, synoptic project, examinations and an employer reference are all considered.





## Qualifications

Apprentices will work towards the following qualifications:

### Microsoft

Technology Associate

#### Four Microsoft Technology Associate (MTA) exams:

##### Networking and Architecture (MTA) 98-366 in Networking Fundamentals

**Delivery/Assessment:** 5 days classroom learning & online examination

**Aims:** Understanding Network Infrastructures, Network Hardware and Protocols & Services

##### Mobile Operating Systems (MTA) 98-368 in Mobility & Devices Fundamentals

**Delivery/Assessment:** 5 days classroom learning & online examination

**Aims:** Understanding device configurations, data access and management, device security, Cloud services and enterprise mobility

##### Cloud Services (MTA) 98-365 in Windows Server Administration Fundamentals

**Delivery/Assessment:** 5 days classroom learning & online examination

**Aims:** Understanding Server Installation, Server Roles, Active Directory, Storage and Server Performance Management

##### Coding and Logic (MTA) 98-361 in Software Development Fundamentals

**Delivery/Assessment:** 5 days classroom learning & online examination

**Aims:** Understanding Core Programming, Object-Oriented Programming, General Software Development, Web Applications, Desktop Applications and Databases

### City & Guilds

#### City & Guilds Level 3 Award in Business Processes

**Delivery/Assessment:** 5 days classroom learning & online examination

##### Aims:

- Understanding the business system lifecycle, strategy and process
- Understanding the purpose, design and importance of Standard Operating Procedures
- Describing common information security requirements that underpin IT operations, IT systems and platforms required by an organisation to operate: desktop applications, messaging systems, document management, HR systems, Sales/Marketing (CRM) Systems, Finance Systems (ERP), Production Flow Systems, Operation Management, Service Desk, Problem Management, Incident Management, Security/Access Management, Facilities Management

## About LMPQ

LMPQ is a Certified Microsoft Imagine Academy and part of the Leaping Man Group of companies, one of the largest and most successful providers of work related vocational training in the Midlands.

LMPQ is an approved ESFA Apprenticeship provider.



# LMPQ

Developing the next generation of IT professionals

[www.lmpq.co.uk](http://www.lmpq.co.uk) email [info@lmpq.co.uk](mailto:info@lmpq.co.uk)

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