

Level 3



Information Communication Technician

Programme Guide





Why Velocity Academy?

Technology is at the heart of the modern workplace — it touches every aspect of our working lives.

Digital transformation becomes possible when employees are equipped with the right skills to thrive in a modern organisation. At Velocity Academy, we build digital capabilities across your workforce.

We partner with leading FTSE 250 companies, local councils, public sector departments, and fast-growing private enterprises to upskill existing teams and recruit the next generation of talent.

Our high-calibre teaching and coaching faculty deliver the expertise you need to lead your organisation's digital transformation. We use state-of-the-art technologies to create an impactful and engaging learning experience.

From data literacy and advanced marketing techniques to IT cloud infrastructure, cybersecurity, leadership, and accounting — we offer apprenticeship programmes designed to close your organisation's skills gaps.

Our Snapshot

100% Apprenticeship Pass Rates

4.9 Rated 'Excellent' on Trustpilot from 330+ reviews

92% Employee retention rate once they have completed their apprenticeship



Experience of working with FTSE 250 companies and public sector organisations



Awarded a Good grade as an apprenticeship provider by Ofsted



Rated 'Excellent' on the Apprenticeship Service

Programme Overview



Apprenticeship Standard: Information Communication Technician



Maximum Funding Amount: £15,000



Programme Duration: 12 Months + EPA



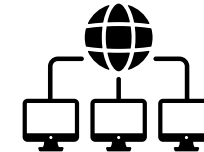
Tutor Led Classes: 32 Classes

Pathways Available

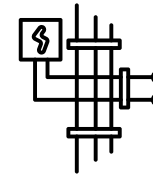
IT Support



Network Support



Digital Communications



Classes



Online live classes to attend during this apprenticeship. Hosted through our highly rated teaching environment by Ofsted.

Coaching



1-1 coaching calls scheduled every 4 weeks with your dedicated skills coach. Employers are requested to attend at least 1 call every 9 weeks.

LinkedIn Learning



Free access to LinkedIn Learning for over 13,000 on-demand, online courses during your apprenticeship training.

BUD LMS Platform



Your progress will be continually assessed using our online programme management system, Bud. Here, you will upload work and log your OTJ hours.

Personal Development



Access to our highly rated Personal Development Learning Path to develop the apprentices soft skills during their apprenticeship training.

Portfolio Submissions



This apprenticeship is formatively assessed through portfolio submissions throughout the practical training period.

Learner Journey

During the apprenticeship journey there will be a blend of online instructor-led live classes covering the below modules. The apprentice will also have access to on-demand learning content and have portfolio-based activities to complete and submit.

Learners will be assigned a dedicated skills coach who will arrange support calls every month for personalised coaching and support on a 1-1 basis.

Practical Learning Period – 12 Months

Module 1: Intro & Computing Foundations

Module 2: Advanced Computing

Module 3: Virtualisation and Cloud

Module 4: Specialism Unit

End Point Assessment (EPA) – 3 Months

Professional Discussion

Project Report with Questions



Skills England ICT3 Qualification Award



Modules

1

Module 1: Intro & Computing Foundations

This module builds core competence across end-user and enterprise IT. Learners explore hardware and operating system fundamentals; peripherals and printers; networking devices, topologies, IP addressing, and subnetting. It embeds cybersecurity foundations and responsible AI concepts, alongside essential legislation and GDPR compliance—preparing learners to operate securely, efficiently, and ethically.

Topics Covered:

- Hardware Fundamentals
- Operating System Fundamentals
- Networking – Devices and Topologies
- Legislation and GDPR
- Peripherals and Printers
- Networking – IP and Subnetting
- Cybersecurity Foundations
- AI Foundations

Live Classes: 10 Sessions



Modules

2

Module 2: Advanced Computing

This module develops practical skills to keep systems reliable and secure. Learners apply preventative maintenance, structured troubleshooting, and basic scripting to automate tasks and improve network performance. It covers business continuity and disaster recovery planning, core cyber security principles and common cyber attacks, plus effective helpdesk and ticketing workflows for responsive support.

Topics Covered:

- Preventative Maintenance
- Troubleshooting
- Scripting
- Network Performance
- Business Continuity and Disaster Recovery
- Cyber Security
- Cyber Attacks
- Helpdesk and Ticketing

Live Classes: 7 Sessions



Modules

3

Module 3: Virtualisation and Cloud

This module builds applied knowledge across modern infrastructure. Learners cover virtualisation and cloud fundamentals; encryption, PKI, VPN, and AAA/RRAS; ports, protocols, and managing applications and services. It includes cloud security, structured test planning, and managing IT estates across the lifecycle, with development methodologies aligning change to reliable, secure operations.

Topics Covered:

- Virtualisation Fundamentals
- Cloud Fundamentals
- Encryption Fundamentals
- PKI, VPN and AAA/RRAS
- Test Plans
- Managing IT Estates
- Applications and Services
- Cloud Security
- Ports and Protocols
- IT Lifecycle and Development Methodologies

Live Classes: 7 Sessions



Modules

4

Module 4: Specialism Module

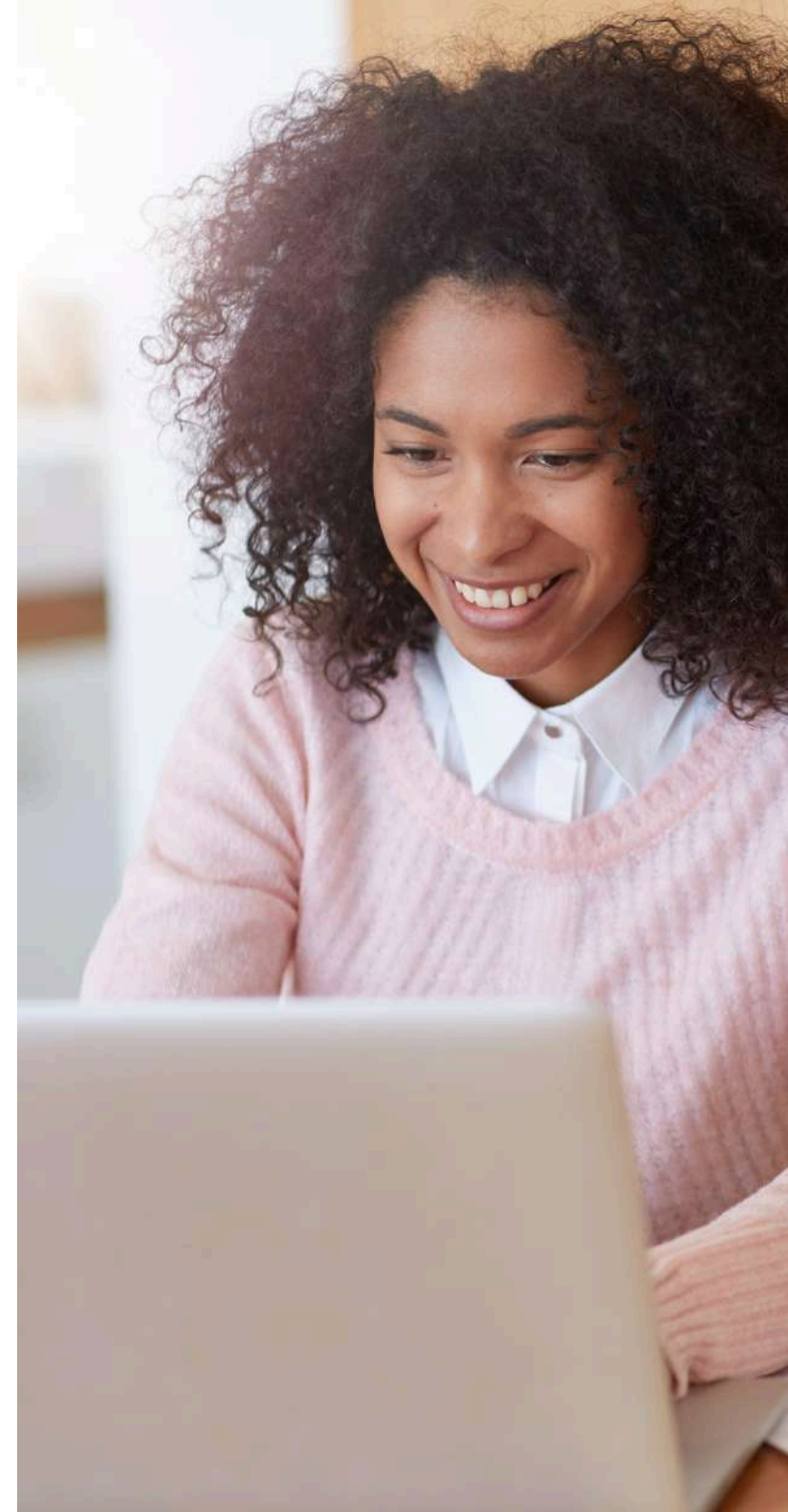
This module offers learners the opportunity to tailor their learning by selecting one specialist subject that best aligns with their role and organisational needs. Pathway options include Cybersecurity, Networking, Artificial Intelligence, Customer Engagement, Data, or Cloud Computing fundamentals. Learners can also pursue recognised certifications such as ISC² Certified in Cybersecurity or AWS Artificial Intelligence Practitioner*, supporting focused development and career progression in their chosen field.

Topics Covered:

- Introduction to Cybersecurity
- Networking Basic
- Artificial Intelligence Fundamentals
- Customer Engagement Fundamentals
- Cybersecurity Fundamentals
- Data Fundamentals
- Cloud Computing Fundamentals
- ISC Certified in Cybersecurity
- AWS Artificial Intelligence Practitioner*

Live Classes: 7 Sessions

*AWS Artificial Intelligence Practitioner exam comes at an additional cost.



End-Point Assessment



The End-Point Assessment (EPA) is completed with an awarding body. We ensure that the student is well prepared by conducting mock assessments and internal checks throughout the apprenticeship journey. Once we are in agreement that you are ready, with approval from the employer, the student will then be submitted for EPA.

Assessment Criteria

The apprenticeship criteria is made up of **Knowledge, Skills and Behaviours** that makes the occupational standard.



Knowledge

The ability to convey knowledge effectively



Skills

Demonstrate practical skills with confidence



Behaviour

Exhibit professional workplace behaviour

You can view all of the detailed assessment criteria within the **Information Communication Technician** standard via Skills England.

EPA Process



Portfolio

Everything prior to gateway is completed with **Velocity Academy**

Gateway (End of practical learning period)

Everything post gateway is completed with the End Point Assessment Organisation (**EPAO**).



Professional Discussion



Project Report with Questions

Certificate & Achievement





Ready to partner with us?



0113 286 6453



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for Education

