




Apprenticeship standard (England only)

Unified Communications Technician

Industry: Digital

City & Guilds code: 9790-71

 **Typical duration:** 24 months
 **Maximum funding:** £15,000*
 **Level 3**

*Funding information accurate as of March 2019. For the most up-to-date information, check the [Institute for Apprenticeships and Technical Education \(IfATE\) website](#).

About the standard

A unified communications technician creates and maintains communications systems using a range of remote and physical tools and equipment to set-up communications hardware and software.

Apprentices carry out routine service requests from internal and external sources (such as field, office or remote sites) and will work alone or in a team.

Unified communications roles include: telecommunication technician, unified communications technician, and telecommunications operative.

The Unified Communications Technician apprenticeship standard was approved for delivery in December 2016.

On-programme: what apprentices need to learn

Apprentices are required to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

Summative assessment of knowledge, skills and behaviours required in the delivery of the Level 3 Unified Communications Technician apprenticeship.

Apprenticeship training manual

Available in print and as part of our e-portfolio, the training manual guides apprentices through step-by-step tasks that develop the skills, knowledge and behaviours required.

Learning Assistant (e-portfolio)

Innovative and cost effective e-portfolio solution that lets you dramatically improve the delivery of their apprenticeship standards by tracking apprentices' progress online in real time. And helps authorise and evidences 20% off-the-job learning.

Refer to the [IfATE website](#) for further details on the standard and assessment plan.

City & Guilds has developed teaching and learning materials to support employers and learning providers to deliver on and off-the-job learning for this standard. For more information, [visit our webpage for Unified Communications Technician here](#).

Gateway requirements

Before you can book end-point assessment, the provider and employer sign off that the apprentice will be ready for EPA.

For this standard, the employer and provider will need to sign a declaration to agree the apprentice has met the relevant Unified Communications Technician knowledge, skills and behaviours as set out in the standard. For level 3 to 8 apprenticeships,

apprentices must achieve level 2 English and maths prior to taking their EPA.

As part of our EPA service, City & Guilds will check all gateway evidence before the EPA event so you can have the confidence that the apprentice is ready for EPA.





EPA: how apprentices demonstrate their learning

As defined in the assessment plan, the assessment events for this standard are:

End-point assessment is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent end-point assessor and the grades available are pass, merit or distinction.

Assessment methods for this standard are:



Synoptic project

A typically five-day assessment against a pre-defined project conducted in a controlled environment.



Summative portfolio

This provides evidence against the standard based on the application of knowledge, competence and behaviours to real projects in the work environment.



Employer reference

A written statement from the employer with their conclusion on how the apprentice has performed in the workplace and how they have applied their knowledge, competencies and behaviours across work projects.



Interview

This provides an opportunity for further evidence to be gathered or explored in more detail. The conversation will be steered towards the specific knowledge, competencies and behaviours as set out in the standard.

City & Guilds will allocate a skilled and experienced professional to assess the apprentice objectively against the standard. All assessments are standardised and quality assured.

To help you prepare apprentices and ensure they feel ready for assessment, we have created a suite of preparation resources, including:

- **EPA pack:** Details behind the standard and assessment plan, guidance on EPA tasks and grading, procedures for re-sits, timelines, venue and resource requirements for EPA. It is important that you are familiar with this information
- **EPA preparation tool:** Personalised login for each apprentice with useful learning resources relevant to the assessment skills

required for their standard, ensuring they feel ready for their EPA experience

- **recording forms:** Supporting you to complete key stages of EPA readiness, we have prepared forms to give you peace of mind and confidence that everything is covered
- **LIEPA report:** A report produced by our lead independent end-point assessor (LIEPA) with insight into the EPA results for this standard and findings across all centres. These reports can help you refine your delivery to improve success rates
- our dedicated **EPA customer success team** will be on hand to support you through your EPA journey.



Apprenticeship certification

As well as receiving their IfATE apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for EPA.

Why choose City & Guilds?

Personal support: Our dedicated EPA customer success team, Technical Advisors, Business Managers and Customer Service teams are on hand to help you throughout your apprenticeship journey.

Teaching tools and resources: All of our resources are mapped comprehensively to the standard and designed to draw out the skills, knowledge and behaviour apprentices need so they are confident for assessment and you know that everything is covered.

EPA support resources: Our specially created EPA resources will help you to prepare apprentices and ensure a smooth booking process.

EPA delivery: We are growing our EPA service, using new technologies to enhance the delivery and management of EPA.

Pricing that works for you: When you choose us for EPA, you pay a small registration fee and the balance once the EPA has taken place and results submitted.

Events and webinars: We deliver a range of events and webinars run by industry specialists to advise and guide you.

Progression: The journey never stops and we're committed to helping learners progress into a job, develop on the job and move into the next job. Visit our website [cityandguilds.com](https://www.cityandguilds.com) for our wider offering in this sector and information about leadership and management apprenticeships.





More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager for prices and any further information.

If you're a new customer, contact apprenticeships@cityandguilds.com to find out more.

Or visit cityandguilds.com/apprenticeships for full information on our apprenticeship products and services.

Visit i-l-m.com/apprentice for information on management apprenticeships.