

Apprenticeship standard (England only)

# Unified Communications Technician

Industry: **Digital**

City & Guilds number: **9790**

LARS number: **155**



A City & Guilds Group Business

 **Minimum duration: 24-30 months**

 **Funding band: 11 (£15,000)\***

 **Level 3**

\*Funding bands from May 2017.

**On-programme learning:** We offer resources to support you in delivery but not an overall offer

**End-point assessment:** We have submitted an application to the ESFA

Our Unified Communications Technician apprenticeship offer provides the materials and digital solutions needed to sustain flexible delivery models that are cost-effective, time-efficient and meet the learning needs of your apprentices. This solution ensures learners are motivated to be successful and productive in their role and are fully prepared for end-point assessment.

We offer high-quality, rigorous end-point assessment, at a convenient time and place for your apprentice.

The Department for Business, Energy and Industrial Strategy (BEIS) approved the new Unified Communications Technician in December 2016.

Developed to meet the needs of employers and designed with input from an employer group including: IBM, Cisco, Accenture, Virgin Media, Fujitsu, The Royal Navy, The RAF, Lloyds Banking Group, John Lewis, BCS, BT, and Vodafone.

## City & Guilds - helping you with a tailored solution.

Our Digital Learning Resources Team has been working together with our well established network of specialists, colleges and providers, to develop the right tools to support on-and off-the-job training. Although we don't offer an overall package, we do offer resources to support you in delivering the standard.



### Apprenticeship Training Manual

Printed book of tasks to support the apprentice's progression during the on-programme phase. With signposted opportunities to demonstrate and develop soft skills, behaviours and maths and English to help prepare them for end-point assessment.



### Learning Assistant (e-portfolio)

An innovative and cost effective e-portfolio solution that allows colleges and training providers to dramatically improve the delivery of their vocational qualifications by tracking progress in real-time online.



### Guidance documents

Covers what training is needed for the standard, advice on gathering evidence and how to prepare for end-point assessment.

Our exclusive support package has been designed to keep your apprentices motivated and on track for successful end-point assessment.

For more information please visit [cityandguilds.com](http://cityandguilds.com)

A unified communications technician creates and sustains communications systems. They'll use a range of remote and physical tools and apparatus, as well as set-up communications hardware and software. The apprentice will carry out routine service requests from internal and external bases (this could be field, office or remote sites) with team members or alone. Unified communications roles include: telecommunication technician, unified communications technician, and telecommunications operative.

### The apprentice journey



#### 1. On-programme on-the-job and off-the-job training

Training and development takes place during this part of the apprenticeship which may include a qualification if it is identified as a requirement in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Maths and English are required (level varies according to the standard) depending on the apprentice's prior achievement.

### 1. On-programme: what is required in the assessment plan?

We don't intend to deliver on-programme qualifications for this standard. However, we'll have an apprenticeship training manual and e-portfolio to help with the on-programme assessment and managing evidence.

### How our offer supports on-programme delivery



#### Optional qualification

Some content from the existing City & Guilds 4520 Level 3 Diploma in ICT Professional Competence and 7540 Level 3 Certificate in ICT Systems and Principles, aligns to the new standard for Unified Communications Technician. Detailed mapping will give a more comprehensive indication of the qualifications coverage of the standard.



#### Apprenticeship Training Manual

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



#### Learning Assistant (e-portfolio)

Learning Assistant is an innovative and cost effective e-portfolio solution that allows colleges and training providers to dramatically improve the delivery of their vocational qualifications by tracking progress in real-time online.



#### Guidance documents

- Handbooks containing guidance on preparing learners for the EPA
- Advice on gathering evidence for the practical standards and behaviours

### Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: [cityandguilds.com/functionalskills](https://cityandguilds.com/functionalskills)

## 2. Gateway

The employer and provider must sign-off the apprentice as ready to move on to end-point assessment.

## 3. End-point assessment

The end-point assessment must demonstrate the apprentice can perform in the occupation in a fully competent, holistic and productive way.

**The assessment will be graded if needed by the standard.**

**The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.**

## 4. Apprenticeship certification

On successful completion, the end-point assessment organisation will apply to the ESFA for the apprenticeship certificate. The certificate will be sent to the apprentice's employer.

## 2. Gateway

To move on to end-point assessment, the apprentice must show evidence of the relevant behaviours and have achieved maths and English Level 2 (or equivalent).

## 3. End-point assessment

City & Guilds has applied to be an approved assessment organisation on the register of end-point assessment organisations for this apprenticeship standard. Once approved, we will be able to arrange for assessments at your premises.

We'll provide an end-point assessment handbook for the centre, with guidance on preparing apprentices, how to register and what facilities you'll need if you're providing the venue for assessment. We'll also provide a handbook outlining what the apprentice should expect and how to prepare.

## End-point assessment methods



### Synoptic project

This will consist of a five-day assessment against a defined project. The assessment must be conducted off-the-job away from the apprentice's normal day to day work activity, but it can be at the employer's/provider's facilities within a controlled environment.



### Synoptic skills test

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



### Employee reference

This will be a written statement from the employer's perspective. It will include their conclusion on how the apprentice has performed in the workplace and how they have applied their knowledge, competencies and behaviours across certain 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 or behaviours as set out in the standard.



## 4. Apprenticeship certification

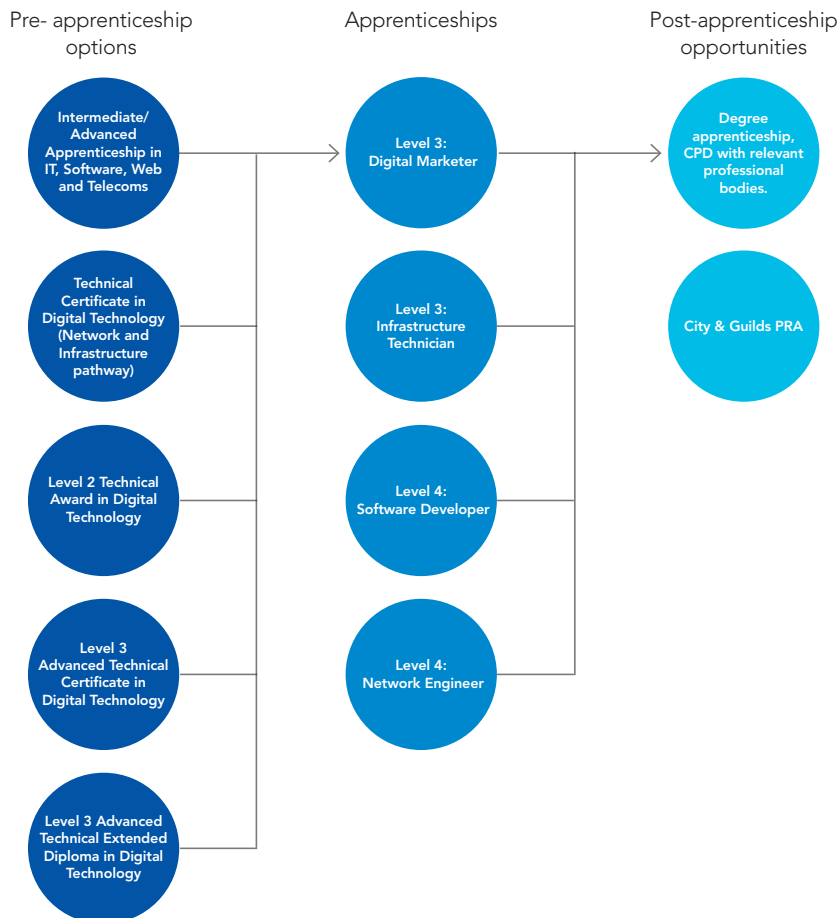
As well as receiving their ESFA apprenticeship certificate, the apprentice will receive a City & Guilds statement of achievement for end-point assessment.

# Apprenticeships are changing.

## Our commitment to you never will.

### Progression in the digital industries with City & Guilds

This apprenticeship is part of our wider offering in digital. We provide the following apprenticeship opportunities.



### Our commitment to you

Alongside our support materials for this standard, we're dedicated to supporting your wider apprenticeship strategy with a range of events and webinars run by industry specialists to advise and guide you.

And our consultancy teams can help you prepare for apprenticeship delivery and help you understand the new standards and funding.

### Information about events, webinars and our consultancy is online:

[cityandguilds.com/apprenticeships](https://cityandguilds.com/apprenticeships)

### How our offer supports providers

#### Technical support

Our Technical Advisors are on hand to answer your questions about the standard.

#### Customer Services Team

Our dedicated Business Managers and Customer Support Team are here to support you and your apprentices throughout all aspects of apprenticeships from registration to completion.



### More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices.

If you're a new customer, contact [apprenticeships@cityandguilds.com](mailto:apprenticeships@cityandguilds.com) to find out more.