

13-Oct-26

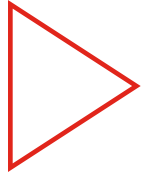
› “Exploring” the Information Communication Technician AAP

Early insight into Development

Correct as of 7th October 2026

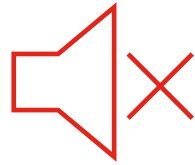


> Housekeeping



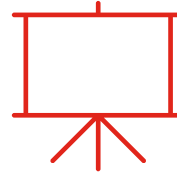
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Everyone is on mute

To ensure the best experience for everyone, please keep your microphone muted.



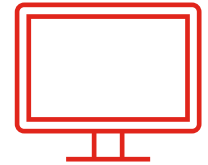
Slides

The slides will be sent to all attendees alongside the recording after the webinar.



Questions

Please add your questions to the question function. We will endeavour to answer all questions.



If the session cuts off

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› Agenda

- 1 Occupational Standard
- 2 Apprenticeship Assessment Methods
- 3 Approval Process
- 4 Support Available
- 5 Validation





Standard overview

Occupation summary and job titles

> Occupation summary

- Works across all sectors and organisations of all sizes
- Installs, configures, monitors and supports IT systems and telecommunications services
- Maintains hardware, software, networks, communications and data systems
- Diagnoses and resolves technical faults and user issues
- Supports cybersecurity, system upgrades and digital transformation initiatives
- Ensures reliable, secure and efficient digital infrastructure for organisations

Pathways

- Support Technician
- Network Technician
- Digital Communications Technician



> Information Communication Technician - Pathways

Support Technician pathway

- Supports end users with hardware, software and account issues
- Installs and configures devices and applications
- Resolves incidents and service requests
- Often works within a helpdesk or service desk environment

Network Technician pathway

- Installs and maintains network infrastructure
- Configures switches, routers and wireless solutions
- Monitors network performance and security
- Supports connectivity across sites and cloud services

Digital Communications Technician pathway

- Supports communication networks and technologies
- Works with fibre, VoIP, mobile and communication systems
- Installs, tests and maintains communications infrastructure
- Ensures secure and reliable communication services



Apprenticeship Assessment Methods

Early insight into Development decisions

> Apprenticeship Assessment Methods

Professional Discussion is generally used where knowledge or skills are **best demonstrated** through explanation, reasoning, judgement, comparison, decision making or breadth of understanding.

Portfolio of Evidence is generally used where knowledge or skills are **best demonstrated** through authentic workplace activity, outputs, records, documentation, implementation or applied performance.

Apprenticeship Assessment options

Standard – Portfolio (Internal) + Professional Discussion (External)

Flexible – Portfolio (External) + Professional Discussion (External)





Approval Process

Routes to Approval and Flex Service

› Routes to approval

Centre Approval (CAP)

- Available for all centres who are new to City & Guilds
- Applications are submitted through Customer Application Form (CAF)
[Become an Approved Centre | City & Guilds](#)
- Also applicable to EPA only providers
- Qualification will need to be included
- May require an activity with an External Quality Assurer (EQA)
- Centre policies, procedures, resources and principles of delivery will be reviewed through the application process
- 30 working days SLA

Qualification approval (QAP)

- Available for all apprenticeship assessment qualifications approvals
- Applications submitted through the Quality Portal on Walled Garden
- May require an activity with an External Quality Assurer (EQA)
- Centres physical and staff resources and principles of delivery will be reviewed through the application process
- 30 working days SLA
- Centres delivering comparable qualification(s) with another Awarding Organisation and demonstrating a strong quality assurance history may be eligible for an accelerated approval process

Flex Approval

- Will be available on some Apprenticeship Assessment Plans
 - Flex approval will need to be requested under the relevant qualification code
 - Flex approvals can be done via the EPA only application form [City & Guilds](#)
 - 5 working days SLA
-
- If Flex is being applied for alongside the internal assessed qualification, then this can be added to the QAP form to save centres duplicating application forms
 - If a centre has gained approval via a QAP, then Flex offer can be added on at any time without the need for an additional approval document by emailing into Quality

> City & Guilds Flex Service

A flexible approach to apprenticeship assessment

Our apprenticeship assessment service gives you the flexibility to design an approach that works for your organisation. Whether you want to deliver internal assessments yourself, need additional support at certain times of the year, or prefer City & Guilds to manage all your assessment delivery, we can do what works best for you, while ensuring quality, consistency and compliance.

Build on your strengths, with support where you need it

Deliver your own internal assessment: Use your knowledge of you apprentices and your delivery model to carry out internal assessment activity. With City & Guilds, you can be confident your approach aligns to required standards and supports high-quality outcomes.

Use City & Guilds flexible service for your internal assessment: If you need additional capacity or expertise, City & Guilds can deliver internal assessment on your behalf. Our expert assessors can carry out your internal assessments – helping you manage workload, reduce pressure on resources and maintain consistency.



> Information Communication Technician

AAP earliest start date

28th January 2027

City  Guilds



Support

Next steps



> Support

Here are some of the methods of support that are available.



Post-16 Qualification Reforms

What you need to know about the new post-16 landscape, key dates and timelines and support for providers.

[Post-16 Qualification Reforms webpage](#)



Digital Sector

From an overview of the portfolio, new and upcoming products, resources, events and more.

[Digital Sector webpage](#)

Keep up to date with Apprenticeship, Qualifications and sector updates via email:

[Email Updates](#)



Technical Advisor

Support with the delivery of products and services from City & Guilds.

Typically centred around networks, video calls, and webinars, all of which can be adapted to suit your needs.

david.mccallig@cityandguilds.com



LinkedIn Group

Share best practice, ask questions and build your professional network.

[City & Guilds Digital](#)

We will post ongoing updates, events and sector insights alongside our personal feeds

[David McCallig](#)

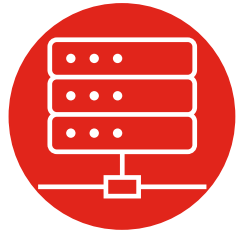


Validation

Reforms validation sessions

> Validations

We have Validation sessions approaching across a range of projects which we would appreciate you, **and any suitable employers you work with**, to contribute to.



Network Engineer

Monday 12th October

11:00 – 12:00



Multi-channel Marketer

Thursday 15th October

11:00 – 12:00



Information Communication Technician

Thursday 22nd October

11:00 – 12:30



Post-16 Digital Systems and Data

Desk-based

Contact david.mccallig@cityandguilds.com for access



About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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